

## How we store, use and access volunteer personal data and confidential information

The personal and confidential information of our volunteers is securely stored, used and accessed in line with our [Privacy policy](#), [Confidentiality and data protection policies and procedures](#), and the processes as outlined below. If you have any questions or queries about any of this, please speak with your staff contact or the Volunteering Support Officer.

### Personal data

We store your personal contact details (your name, address, contact numbers), the fact that you are a volunteer and the volunteering roles you are interested in, or active in, on our charity 'Customer Relationship Management' (CRM) database. This database can only be accessed by members of Lymphoma Action staff and volunteers who are trained to specifically use the CRM, and it is password protected.

We log details of your volunteer involvement on the CRM, for example, activity requests, attendance at induction and training sessions and volunteering events. We use this information to understand and manage your volunteering with the charity, and to provide anonymised reporting of volunteering.

We store and access your volunteering documentation in secure files on the charity's own server. This includes enquiry and application forms; interview notes and reference request forms. These files are only accessible by Lymphoma Action staff who are directly involved in recruiting, managing and supporting you during your volunteering and this information is not stored directly in the CRM.

### Confidential information

The confidential information you've provided the charity with in relation to volunteering, including your health and support needs, is only accessible by, and discussed with Lymphoma Action staff members who are directly involved in recruiting, managing and supporting you during your volunteering. This includes information you disclose during phone/in-person conversations, on your enquiry and application forms, in personal experience forms and during an interview. **This information is stored in secure files on the charity's own server and is not stored directly in the CRM.**

This information is used to support and manage your health and wellbeing needs as a volunteer, which is a priority for the charity, and to help you to safely take part in volunteering activity.

## Retaining your information

We retain your personal data and confidential volunteering information throughout your time as a volunteer and for three years after your volunteering has ended with Lymphoma Action. This enables us to understand and recognise your volunteering involvement with the charity, provide a volunteer reference (where applicable) and manage any queries or issues.

After this date, we delete your volunteering information and documentation, retaining a record that you volunteered with the charity, your length of service and the roles you held. If at this time, you have opted-in to hear from Lymphoma Action, you will continue to receive news and updates in line with your preferences.

**You can request for your volunteering personal data and confidential information to be removed at any time by emailing [volunteering@lymphoma-action.org.uk](mailto:volunteering@lymphoma-action.org.uk). Should you make a request, we will discuss this with you as this may impact on your ability to continue volunteering. We will action requests in line with our [Privacy policy](#) and your rights under the General Data Protection Regulation.**