

IMPORTANT: Please ensure you have been provided with our ([general privacy notice](#)) for collecting personal information. You can also see our ([privacy statement](#)) on our website for further details on how we collect, use, share and store personal information.

Specific processing purposes and legal basis, etc: Volunteering



(controller) who we are:

Glasgow Life, the operating name of Culture and Sport Glasgow, is the controller of personal information collected by us that is necessary for our processing purposes. See [contact us](#) for details of our data protection officer.



Specific (purposes) why do we need your personal information and what do we do with it?

Glasgow Life collects and processes personal information about you. This information depends on your volunteering role and may include, but is not limited to:

- Your name, address and contact details, including email address and telephone number and age/ date of birth;
- Information about your volunteering role and volunteer agreement;
- Details of your volunteering history, qualifications, skills, experience and volunteering with previous employers or organisations, including with Glasgow Life;
- Information about your emergency contacts;
- Information about your personal circumstances;
- Information about your criminal record or offences;
- Information about your driving licence, car insurance and car details;
- Information about your professional membership(s) / registration(s);
- Details of your schedule (days of volunteering and hours) and attendance;
- Details of your induction and training records;
- Details of any expenses claimed;
- More sensitive information about medical or health conditions, including whether or not you have a disability for which Glasgow Life needs to make reasonable adjustments; and
- Information about equalities data to maintain and promote equality of opportunity.

We use this information to:

- To contact you to discuss volunteering opportunities or to keep you updated on our services or activities and events;
- To build a picture of your skills, experience, interests, circumstances, availability and location in order to assess your suitability for volunteering opportunities or for specific projects;
- To support and develop your ongoing volunteering relationship with us;
- To provide references on request for current or former volunteers;
- To reimburse expenses to you if appropriate;
- To carry out our legal duties (e.g. to ensure health and safety, the protection of vulnerable groups, and to protect our legitimate interests and of others); and
- To use such data for statistical analysis, business planning, service improvements and reporting.



(children):

When you register with us, you are stating that you are 18 years of age or over. If you are below 18 years we need the verifiable agreement of the person with parental responsibility for you.



Specific (**sharing**) who do we share your information with?

- We may need to share your information with other public bodies if required to do so by law or for fraud detection and prevention;
- Your information is also analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website.
- Your information will be shared with law enforcement bodies where required or permitted by law.

To provide the service to you, we need to use other organisations as processors to provide the systems we use and services we provide. We put legal safeguards in place to ensure these processors only act on our written instructions and don't use your information for their own purposes.



Specific (**legal basis**) for using your information:

We rely on the following:

- performance of a volunteer agreement (or to take steps to enter into a volunteer agreement) with you;
- legal obligation to which Glasgow Life is subject; and
- for sensitive information, explicit consent (you can withdraw at any time).

Some of the above legal bases for processing will overlap and there may be several grounds which justify our use of your personal or sensitive information.

If you do not provide the requested information we will be unable to enter into a volunteer agreement with you. You agree that any information you provide us about yourself upon registration or at any time is true. Glasgow Life Volunteer Policy is available at registration.

You can see a summary of how **your rights** are implemented for each **legal basis** used at: www.glasgowlife.org.uk/privacy-rights



(**more information**):

The standard retention period for volunteer records is 6 years after you finish volunteering with us and 6 months for unsuccessful candidates. Details of retention periods for different aspects of your personal information are available in our Records Retention Schedule which is available from www.glasgowlife.org.uk/rrs. You can find more details about how we handle your personal information at: www.glasgowlife.org.uk/privacy. If you need help in another format e.g. large print, braille or audio, please ask a member of staff, contact us or visit: www.glasgowlife.org.uk/accessibility



(**contact us**):

You can contact our data protection officer about any data protection matter by post at this address: c/o Data Protection, GCC, City Chambers, George Square, Glasgow G2 1DU, United Kingdom; by email at: dataprotection@glasgow.gov.uk; and by telephone on: 0141 287 1055.