

**Glasgow Life Volunteering Policy: APPENDIX 1****Volunteering Agreement**

Thank you for joining our volunteer team at Glasgow Life.

Volunteers play an integral role in supporting our mission to inspire every citizen and visitor to become engaged and active in a city globally renowned for culture and sport. We hope to provide you with an enjoyable and meaningful volunteer experience.

**Purpose of Document**

This document outlines what volunteers can expect from Glasgow Life and what in turn Glasgow Life expects from the volunteer. It isn't a legal contract with the volunteer

**Glasgow Life's commitment to volunteers:**

1. To communicate respectfully with volunteers and ensure volunteer processes are fair.
2. To ensure an appropriate environment is set up before any volunteering opportunity starts, including all necessary equipment to carry out the work.
3. To identify any risks to health and safety through appropriate workplace assessments and to ensure that reasonable protective and preventative measures are put in place.
4. To provide effective support, training and supervision appropriate to the volunteering opportunity including a relevant induction.
5. To ensure that for each volunteer or volunteering opportunity there is an allocated Glasgow Life employee known as Volunteer Mentor to manage and support the volunteer.
6. To ensure volunteers are provided with Glasgow Life's volunteer resolving concern process and know who to contact if they have a problem or concern.
7. To provide insurance cover relevant to tasks undertaken for their role/ opportunity.
8. To endeavour to ensure that anyone undertaking a volunteering opportunity is free from discrimination on grounds of race, colour, ethnic origin, nationality, political beliefs, religion, physical or mental disability, class, age, gender, sexual orientation, or marital status.
9. To aim to reduce the inequalities of outcome, caused by socio-economic disadvantage.
10. To keep personal information relating to volunteers confidential unless obliged by law to disclose such information.
11. To ensure volunteers are not out of pocket by reimbursing reasonable expenses incurred as a result of the volunteering opportunity.

**What we ask from volunteers:**

1. To accept and carry out your volunteer opportunity/role within the boundaries of Glasgow Life's Volunteer Policy. A copy of this document should have been given to you as part of the induction process.
2. To carry out all agreed tasks to the best of your ability, as described in the relevant volunteer opportunity on Glasgow Life's volunteer portal
  3. To complete the tasks as outlined in your opportunity description on Kinetic. If you receive requests for additional tasks or information these should be passed on to your allocated

Volunteer Mentor.

4. To attend relevant support, training and supervision sessions appropriate to the opportunity/role.
5. To talk to your allocated Volunteer Mentor if there are any concerns arising with your volunteering.
6. To help others feel welcome and to carry out your tasks as part of a team with volunteers and employees
7. To communicate respectfully to employees, volunteers, visitors and service users.
8. To respect and promote Glasgow Life and partners in a positive manner in public.
9. To play your part in helping to promote the Glasgow Life's Equality Policy and ensuring that it is adhered to in carrying out your role/opportunity, so that Glasgow Life's range of services and volunteering opportunities are inclusive and accessible to all sections of the community.
10. To keep confidential and not disclose to any other person, sensitive information relating to Glasgow Life's business, employees, volunteers, visitors and service users.
11. To provide as much notice as possible if you are unable to fulfil your volunteering role/opportunity/session or if you no longer wish to continue to volunteer with Glasgow Life

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| Please tick to confirm;  |  |
| I have been provided with a copy of the Glasgow Life privacy notice and information on the legal basis and specific purposes for which my data will be used. |  |
| I have read and understand the terms set out in the Glasgow Life Volunteering Agreement and agree to abide by them whilst carrying out my volunteering role. |  |

| Contact Details & Signature       |  |
|-----------------------------------|--|
| Volunteer opportunity/ role title |  |
| Volunteer name                    |  |
| Volunteer signature and date      |  |
| Employee name                     |  |
| Employee role title               |  |
| Employee signature and date       |  |

## Glasgow Life Volunteering Privacy Notice

For a full privacy notice related to volunteering and team kinetic, visit:

- [www.glasgowlife.org.uk/privacy/glasgow-life-volunteering](http://www.glasgowlife.org.uk/privacy/glasgow-life-volunteering); and
- [www.glasgowlife.org.uk/privacy/glasgow-life-kinetic-service-user](http://www.glasgowlife.org.uk/privacy/glasgow-life-kinetic-service-user)

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|------------------------------|--|
| <b>Who we are</b>            | Glasgow Life is the controller of your personal data. We are based at Commonwealth House, 38 Albion Street, Glasgow G1 1LH.  |
| <b>Purpose</b>               | We use your information to manage your volunteering relationship with Glasgow Life, including creating profiles, matching opportunities, logging hours, processing expenses, and ensuring compliance with legal obligations like safeguarding.   |
| <b>Data Collection</b>       | We gather basic contact details, demographic information, emergency contacts, qualifications, volunteering history, and where necessary, health information and background checks. All volunteers must register on our Team Kinetic powered database.  |
| <b>Data Usage</b>            | Your information is used to manage your volunteering activities, communicate with you about opportunities, process expenses, maintain safety and safeguarding standards, and conduct statistical analysis for service improvement.   |
| <b>Data Sharing</b>          | Information is shared internally for verification and fraud prevention. We may share limited personal data with external providers for opportunities you are interested in, and to our service providers (like Team Kinetic) and legal/regulatory bodies where required. We never sell your data.  |
| <b>Legal Basis</b>           | We process your data based on performance of a contract (volunteer agreement), legal obligations (health and safety, equalities), and consent (marketing). Additional safeguards apply for sensitive personal information.   |
| <b>Retention and Storage</b> | We typically store your personal information for up to 6 years for business, accounting or audit purposes. Your profile data is deleted 3 years after you leave, though you can request deletion at any time.  |
| <b>Your Rights</b>           | You have rights to access, correct, delete, withdraw or refuse consent to share, object and restrict processing of your personal data. You can contact us to use any of your rights.   |
| <b>Contact Us</b>            | You can contact us at <a href="mailto:info@glasgowlife.org.uk">info@glasgowlife.org.uk</a> or 0141 287 4350. For any data protection queries, please visit <a href="http://www.glasgowlife.org.uk/privacy/data-protection-concerns">www.glasgowlife.org.uk/privacy/data-protection-concerns</a> for Data Protection Officer details and how to raise concerns. |
| <b>Accessibility</b>         | All information can be provided in alternative formats for accessibility - contact us or visit <a href="http://www.glasgowlife.org.uk/accessibility">www.glasgowlife.org.uk/accessibility</a>  |

### Other Related documents

Glasgow Life Volunteer Policy <https://www.glasgowlife.org.uk/volunteer-with-us>

Glasgow Life Volunteer portal <https://volunteer.glasgowlife.org.uk>

Glasgow Life Equality Policy <https://www.glasgowlife.org.uk/the-small-print/equality-diversity-and-inclusion>