



Privacy Notice – volunteers

How we use your information

We will collect the following data from you:

your name, telephone, email and postal contact details, NI number, contact details for referees and equality and diversity data, and, if applicable to the role you volunteer within, additional information to support any criminal reference checking. The type of documents required to support criminal reference checking can be found [here](#).

The data will be stored, processed, used and disclosed by us in the following ways:

- To enable you to submit your CV and/or application form for volunteering opportunities
- to improve our customer service and to make our services more valuable to you (including tailoring our website and our group companies websites when you log on to enrich your personal online experience)
- to answer your questions and enquiries
- to share with third parties where we have retained them to provide services that we or you have requested including references or criminal reference checking services (GBG)
- to use your information on an anonymised basis to monitor compliance with our equal opportunities policy
- to carry out our obligations arising from any agreement entered into between you and us
- to undertake statistical analysis of anonymised data (equality and diversity) and internal reporting through a candidates recruitment journey.

From time to time we will seek your consent to process, use or disclose your information for any other purpose not listed above.

We reserve the right to transfer your information to a third party in the event of a sale, merger, liquidation, receivership or transfer of all or substantially all of the assets of our company provided that the third party agrees to adhere to the terms of this Privacy Policy and provided that the third party only uses your Personal Data for the purposes that you provided it to us. You will be notified in the event of any such transfer and we will seek your consent.

Unsuccessful candidates' data will be securely destroyed five months after the decision is made that your application has been unsuccessful adhering to the statutory requirement to retain information for a select period to allow candidates to challenge recruitment decisions.

Successful candidates' information required for volunteering purposes will be retained throughout your volunteering journey, all other documentation not relevant will be securely destroyed five months after your joining date has been confirmed, this includes any supporting documentation which you provide for criminal reference checking, proof of address etc.

Proving life can get better

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