



# Volunteers

Your privacy is important to us. This privacy statement explains what personal data Royal Berkshire Fire and Rescue Service collects about you and how we store and use that data.

Personal data is processed in accordance with the Data Protection Act 2018 (DPA) and the United Kingdom General Data Protection Regulation (UK GDPR).

If you have any queries about the processes or how we handle your information please contact us at [volunteer@rbfrs.co.uk](mailto:volunteer@rbfrs.co.uk).

## What information we collect about you

RBFRS collects and processes a range of information about you. This includes:

- Your name, address and contact details, including email address and telephone number, date of birth and gender
- Details of your qualifications, skills, experience and previous employers
- Details of your bank account and National Insurance number
- Information about your marital status, next of kin, dependants and emergency contacts
- Information about your nationality and entitlement to work in the UK
- Information about your criminal record
- Details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence
- Information about medical or health conditions. This information will be used in order to comply with our Health and Safety obligations to consider how your health affects your ability to volunteer and whether any adjustments may be appropriate.
- Equal opportunities monitoring information including information about your ethnic origin, sexual orientation, health and religion or belief

RBFRS collects information in a variety of ways. For example data is collected through application forms; obtained from your passport or other identity documents such as your driving licence; from forms completed by you at the start of or during volunteering; from correspondence with you; or through interviews, meetings or other assessments. RBFRS also collects personal data about you from third parties, such as references supplied by former employers and, where applicable, information from criminal record and security checks permitted by law.



Data is stored in a range of different places, including in your hard copy Personnel Record File (PRF) and other hard copy files (e.g. discipline investigation files) and various electronic files and systems.

## Why we need it

RBFRS needs to process data to enter into a volunteer agreement.

In some cases, RBFRS needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check your entitlement to work in the UK, to comply with health and safety laws. For certain positions it is necessary to carry out criminal records or security checks to ensure that individuals are permitted to undertake the role in question.

In other cases, RBFRS has a necessity in line with public interest to process personal data before, during and after the end of the volunteering relationship.

Processing volunteer data allows the organisation to:

- Run volunteer recruitment processes;
- Maintain accurate and up to date contact details (including details of who to contact in the event of an emergency)
- Operate and keep a record of disciplinary and grievance processes, to ensure acceptable conduct within the service;
- Volunteer training records to ensure knowledge is kept up to date
- Obtain occupational health advice, to ensure that it complies with duties in relation to individuals with disabilities, meet its obligations under health and safety law, support health and wellbeing improvement initiatives
- Provide references on request for current or former volunteers;
- Respond to and defend against legal claims
- Maintain and promote equality
- Responding to Freedom of Information and Subject Access Requests

Certain information, such as contact details and your right to work in the UK have to be provided to enable RBFRS to enter into a volunteer agreement with you.



RBFRS processes health information if it needs to make reasonable adjustments to the volunteer recruitment process for candidates who have a disability.

Information about gender, ethnic origin, sexual orientation; health or religion or belief is collected for the purposes of equal opportunities monitoring. Volunteers are entirely free to decide whether or not to provide such data and there are no consequences of failing to do so.

## Our legal basis for processing

We will only use your personal information when the law allows us to. These are known as the legal bases for processing.

Under the General Data Protection Regulation (GDPR), it is necessary to process your personal data under the following conditions:

- To meet the obligations under the volunteer agreement
- To meet a legal obligation, for example to ensure you have the right to live and work in the United Kingdom
- With your consent, in terms of any information you may provide about your health so we might make reasonable adjustments and support you in anyway.

## What we do with it

Your information will be shared internally with those who need access to it in order to undertake your role within the organisation, including but not limited the Volunteer Co-ordinator, members of Human Resources, and Learning & Development, Finance, your line manager, managers in the area in which you work and ICT staff.

RBFRS will take all reasonable steps to ensure that volunteers' personal information is accurate, complete and current. Volunteers also have a shared responsibility with regard to the accuracy of personal information. Volunteers should notify the Volunteer Co-ordinator and HR of any changes to personal information.



## Sharing your information

There are a number of reasons why we may share your information outside of our Service. This can be due to:

- ✓ Our obligations to comply with current legislation
- ✓ Our duty to comply with a Court Order
- ✓ You have consented to the sharing / disclosure

RBFRS shares your data with third parties in order to obtain references and obtain necessary criminal record checks with the Disclosure and Barring Service.

Where RBFRS engages third parties to process personal data on its behalf, it does so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

We may disclose information to other agencies without consent where it is necessary, either to comply with a legal obligation, or where permitted under the UK General Data Protection Regulation, e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime.

We work closely with other agencies, such as councils, health services, adult and children's services and may, for the purpose of preventing risk of harm to yourself or another an individual , share your personal information.

As a public authority, we are also subject to information rights legislation (Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation. We do receive requests for information, however, unless there is a legal obligation to provide your personal data, information will be released in a redacted form. This means your personal data will be removed before publication so that you cannot be identified.

Your personal information will not be transferred outside of the European Economic Area (EEA).

## How long we keep it and how it is stored

We will only retain information for as long as necessary. Records are maintained in line with our retention schedule, which determines the length of time records should be kept.



Consequently, personal information relating to: RBFRS Volunteer records is 6 years plus current, otherwise known as 6 years + 1. This is defined as 6 years after the last entry in a record, followed by first review or destruction to be carried out in the additional current (+ 1) accounting year.

We take our duty to protect your personal information and confidentiality seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether computerised or on paper. This means that your information will be kept in a secure environment and access to it will be restricted according to the 'need to know' principle. Personal details will then be destroyed/deleted.

We do compile and publish statistics showing certain information, but not in a form which identifies anyone.

## Your rights

Under the UK General Data Protection Regulation you are entitled to exercise your right to object to us processing your data and obtain information that is held about you.

If at any point you believe the information we process on you is incorrect, you can request to have it corrected or deleted. Where possible we will seek to comply with your request but we may be required to hold or process information to comply with a legal requirement.

If you wish to discuss the information we hold about you, make a complaint about how we have handled your personal data or object to us processing it, you can contact our Data Protection Officer (DPO) who will investigate the matter.

Further information about your individual rights is available on the [Information Commissioner's Office \(ICO\) website - your data matters](#).

## Who to contact

Our Data Protection Officer can be contacted via:

Email: [DataProtection@rbfrs.co.uk](mailto:DataProtection@rbfrs.co.uk)

Telephone: 0118 945 2888



Write to:

Data Protection Officer  
Royal Berkshire Fire and Rescue Service  
Newsham Court  
Pincents Kiln  
Calcot  
Reading  
Berkshire  
RG31 7SD

If you are not satisfied with our response or the way we handle your information, you can complain to the Information Commissioner's Office (ICO):

[ICO Website - make a complaint](#)

Write to: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

09 October 2023

**ROYAL BERKSHIRE**  
**FIRE AND RESCUE SERVICE**

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