

Volunteer Privacy Notice

Surrey Hills Volunteer Enquiries

This privacy notice explains how your personal information is collected, used and shared when you complete the Surrey Hills volunteer enquiry form.

This form is used jointly by:

Surrey Hills National Landscape

Surrey Hills Arts

Surrey Hills Society

Surrey Hills Enterprises

Together, these organisations support volunteering opportunities across the Surrey Hills. For the purposes of this volunteer enquiry form, the organisations act as joint controllers because your enquiry may be received, reviewed and used by more than one organisation to help direct you to the most relevant volunteering opportunity.

What information we collect

When you complete the form, we may collect:

- your name
- your contact details
- your address or location
- your volunteering interests
- the type of volunteering you are interested in
- your skills, experience or background
- your availability or preferences
- any other information you choose to provide

The form may also invite you to tell us about any limitations on activities you are able to do. Please only provide health, accessibility or other sensitive information if it is relevant to your volunteering enquiry.

How we use your information

We use your information to:

- respond to your volunteering enquiry
- understand the type of volunteering you are interested in
- direct your enquiry to the most relevant Surrey Hills organisation, project or team
- match you with suitable volunteering opportunities
- contact you about volunteering next steps

- manage volunteer administration if you go on to volunteer with us

Our lawful basis

We use your personal information because we have a legitimate interest in responding to volunteer enquiries and managing volunteering opportunities across the Surrey Hills organisations.

If you choose to provide health, accessibility or other sensitive information, we will use it only where necessary to help identify suitable opportunities, make reasonable adjustments where appropriate, and support your safe participation.

Who we share your information with

Your information may be shared between Surrey Hills National Landscape, Surrey Hills Arts, Surrey Hills Society and Surrey Hills Enterprises where this is necessary to respond to your enquiry, direct you to the right volunteering opportunity, or manage volunteer administration.

Form submissions are sent by email to the participating organisations. We may also use trusted service providers, such as website, email, CRM or database providers, to store and manage information securely. These providers may only use your information in line with our instructions.

International transfers

Some of the systems used to store or manage volunteer enquiry information may process or store data outside the UK. Where personal information is transferred outside the UK, the relevant organisation should ensure that appropriate safeguards are in place to protect the information in line with UK GDPR.

How long we keep your information

If you make a volunteering enquiry but do not go on to volunteer with us, we will normally keep your information for up to 12 months after our last contact with you.

If you become a volunteer, we may keep your volunteer records for the duration of your volunteering relationship and for a reasonable period afterwards for administration, safeguarding, insurance or legal purposes.

Your rights

You have rights over your personal information, including the right to:

- ask for a copy of the information held about you
- ask for inaccurate information to be corrected
- ask for your information to be deleted in certain circumstances
- object to or restrict how your information is used

- withdraw consent where we rely on consent
- complain to the Information Commissioner's Office

Contact us

If you have any questions about this privacy notice, or you would like to exercise your data protection rights, please contact:

info@surreyhillsenterprises.co.uk

You can also contact the Information Commissioner's Office at ico.org.uk.