

Privacy Statement

Personal data is information that identifies an individual, such as date of birth or address. It can also be information that reveals something about a person. For example, an email address, contact preferences, or the reason why volunteers want to volunteer with us. Information may also be held on those who have volunteered with University Hospitals Sussex NHS Foundation Trust before, or who have supported the Trust in another way. Whatever the connection is to an individual, personal information will be treated with respect and privacy and will only be processed when there is a legitimate reason to do so.

Volunteers must respect the privacy of patients they interact with in the hospitals, the donors and supporters of University Hospitals Sussex NHS Foundation Trust and that of Trust and Charity staff. Personal data must not be shared either directly or indirectly, including conversations that may be overheard.

How volunteer's information is used

University Hospitals Sussex NHS Foundation Trust will gather and store personal information when applications to volunteer are submitted. The information requested will be relevant to the role being applied for, to ensure the opportunity is suited to the individual applying (including meeting any mobility and disability requirements and addressing any conflicts of interest). The information that is requested through the application process is all the information required to decide as to suitability, as well as to continue a successful applicant's journey through the appointments process to the point of commencing in a volunteer role. Additional information requests will not be made if an applicant is successful, to appoint them, unless there are gaps or inaccuracies identified in the application.

Examples of the information requested include the people who can provide references for those applying for roles, dietary requirements and information about health and wellbeing. As most volunteering roles with University Hospitals Sussex NHS Foundation Trust take

place within a hospital, gathering this information is necessary to ensure individuals being placed in roles will not be put at any unnecessary risk. The information given on an application form will be used to determine the suitability of that role for that individual.

Depending on the role applied for it may be necessary to undertake a DBS disclosure. If this is the case it will be clearly stated in the volunteer role description. DBS disclosures will only be requested when this is a legal requirement based on the role or location of the role that has been applied for.

Providing the best volunteering experience possible

Once applicants are successful and become volunteers with University Hospitals Sussex NHS Foundation Trust the personal information that was provided will be used to deliver a high-quality experience including the safety of volunteers and access to information and learning opportunities relevant to the volunteer role being undertaken.

Volunteers can expect regular communication from the Volunteering Department, either by email or post.

If a data, confidentiality or security breach is suspected, this must be reported immediately to the relevant Voluntary Services Manager.

To see the impact of the support from volunteers

As a charity it is important that money and resources are used effectively and efficiently. Details that volunteers provide enable University Hospitals Sussex NHS Foundation Trust to understand why people are motivated to become volunteers and what support needs to be in place to enable volunteers to be involved.

Demographic information that volunteers provide may be used to provide anonymous statistics about employees and volunteers both internally to report progress or to potential funders as appropriate.

Usually, once a year volunteers will be asked to provide feedback on experiences volunteering with us. There is no mandatory requirement to take part but the results from the survey inform practices of the Volunteering Department, highlighting what is being done well and where improvements can be made. This in turn means that volunteering opportunities being offered will be meaningful and enjoyable for volunteers as well as having a positive impact for the hospitals and patients.

To promote the work of University Hospitals Sussex NHS Foundation Trust volunteers

To help promote volunteering roles with University Hospitals Sussex NHS Foundation Trust promotional materials such as photos and videos may be produced to help give potential volunteers an insight into what volunteering is like. Volunteers will be asked if they would be willing to participate in such activities and can choose not to be included in photographs and videos. Where volunteers do consent, the purpose of the marketing will be stated clearly, which may include display on the University Hospitals Sussex NHS Foundation Trust website, social media platforms and newsletters. Images and footage where volunteers are identifiable will not be used for any other purpose without prior consent. Volunteers can update their preferences regarding filming and photography at any time. However, it may be impossible for personal images to be removed from multiple social media sites due to the configuration of the systems.

Anonymous statistics about volunteer participation may be created and shared with relevant and appropriate partners to highlight the scope, impact, and growth of the volunteering program.

Sending information about other ways to get involved

Volunteers provide incredible support to patients, staff, and visitors as part of their roles. Where possible volunteers will be kept up to date on the latest news from University Hospitals Sussex NHS Foundation Trust and the amazing work and achievements of My University Hospitals Sussex Charity and how volunteers can do more to help with fundraising and events or other volunteering opportunities.

Part of the application process includes questions on whether applicants and volunteers want to hear about the wider work of University Hospitals Sussex NHS Foundation Trust, and preferred formats of delivery. Where consent is given volunteers will be sent news and kept up to date by email, SMS, telephone, post, or social media as to how they can support the charity in different ways. These preferences can be updated at any time.

Sharing volunteers' information

University Hospitals Sussex NHS Foundation Trust will never sell volunteers information to other charities or organisations.

Where volunteer roles are based within an NHS team, information will be shared with University Hospitals Sussex NHS Foundation Trust about volunteers, including contact information, so that NHS staff can keep in touch and best support volunteers to carry out their roles.

Where volunteer roles are based within a partner organisation such as the Friends or another charity, information about volunteer roles and contact information will be shared with that partner so they can keep in touch with volunteers and best support volunteers to carry out their role.

University Hospitals Sussex NHS Foundation Trust expectations around information sharing with agreed partners are set out in the Volunteer Agreement.

Sometimes, external suppliers may be used to provide services to ensure a fulfilling volunteer experience and engagement. For example, a mailing house may be instructed to send out the Volunteering Newsletter or other mass communication. Due diligence is taken on all of these organisations to ensure they have robust data protection and processing policies that meet with the standards and expectations of the Charity. This is to ensure that personal information is only processed for the purpose that it was collected and done so in a safe and secure way.

Personal information will not be shared with any other organisation without consent from the individual other than:

With organisers of events being attended (if sharing this information is justified and lawful)
If required by law, for example if requested by the police, it is essential in preventing or detecting a crime. If it is in the vital interest of a volunteer or another person, for example in a medical emergency

Receiving information from third parties

Information from third parties will only be received if:

Someone has expressed an interest in volunteering with us through another organisation, for example volunteer centers, websites, or an employer. As a result of seeking references through information provided by applicants of nominated referees.

In response to a criminal records check

When this is the case, or in any unique circumstance not covered by the list above, volunteers will be informed that it has happened and told what kind of information the third party has provided.

Storing personal information

Volunteers' personal information is only kept for as long as it is needed and then it is disposed of securely. The length of time that information is held may depend on the purpose for which it was collected and used.

For applicants who are unsuccessful in becoming a volunteer, information will only be held for 12 months. For successful volunteers, information will be kept for up to six years after ending volunteer involvement, except where a volunteer has been asked to end a volunteer role as a part of the Problem-Solving Procedure, especially where gross misconduct had occurred. In this instance, basic data will be kept indefinitely so that any future applications to volunteer within the University Hospitals Sussex NHS Foundation Trust can be assessed appropriately.

Volunteers' personal information is stored securely on University Hospitals Sussex NHS Foundation Trust CRM database system, Assemble which meets international security standards. Some information may be kept in a paper record format, but where possible this will be transferred to an electronic record, and it will be disposed of securely.

Volunteers who have access to the internet may access their personal record securely online to update their details and communication preferences. Volunteers who do not have access to their record can send requests to make changes to the relevant Hospital Voluntary Services team. Volunteers are responsible for updating personal details such as name, address, email address, phone number and emergency contact either directly on the database or by informing the relevant Hospital Voluntary Services team

Security and confidentiality

Confidentiality is of vital importance and care is taken to ensure the security of data when being used, stored or transmitted. Personal information is only accessed by people that have been verified and authorised to do so. Anyone who has access to volunteer's personal information is obliged to respect that it is kept confidential, and training is delivered to make sure this happens.

Further rights

Individuals can get in touch at any time to:

- See what information is held about them
- Request a portable copy of the information held about them
- Ask for corrections to be made
- Ask for their data to stop being used in any way, other than for the purposes of communicating with volunteers about their volunteering, which is a condition of joining as a volunteer

How to contact the Volunteering Department

RSCH and Brighton Hospitals

uhsussex.voluntary.services@nhs.net
01273 664533

Princess Royal Hospital

uhsussex.voluntary.services@nhs.net
01444 441881
Ext. 68525

St Richards Hospital

uhsussex.volunteers-srh@nhs.net
01243 788122
Ext. 32456

Worthing and Southlands Hospitals

uhsussex.volunteers-wash@nhs.net
01903 205111
Ext. 85615

Complaints

If volunteers are unhappy with the processing of their personal information, please contact the relevant Hospital Voluntary Services team using the details above. If volunteers are still unhappy after receiving a response, concerns can be raised with the Information Commissioner's Office: <https://ico.org.uk/>

Information Governance and Patient Confidentiality

Volunteers must always uphold patient confidentiality. This includes when in the hospital building, grounds, and offices, and outside of the hospital. Details of patients, their conditions or treatments should not be disclosed or discussed with friends or family members at any time.

The Trust policy states that “Information Governance is a term that encompasses information security, patient and staff confidentiality, information sharing, clinical and organisational records management, data quality, and freedom of access to public information. Good information management is the organisational ability to protect sensitive personal information and use this information effectively and ethically for the purposes the information was collected. Information Governance helps ensure staff compliance with the law (e.g. Data Protection Act 2018, Computer Misuse Act 1990, Freedom of Information Act 2000) and Department of Health Guidelines and professional best practice when handling personal and patient information. It also allows staff to ensure that personal information is dealt with legally, securely, efficiently, and effectively to deliver the best possible care. The Trust holds and protects sensitive personal identifiable information in accordance with the Caldicott principles and the Data Protection Act (2018)”.

Any volunteer with access to patient information or sensitive personal data via the Trust’s IT systems is required to sign an honorary contract, complete annual Information Governance and Cyber Security training during their three-month induction journey and annually thereafter.

All volunteers must comply with Information Governance principles to uphold patient confidentiality and help prevent data leakage and inappropriate data sharing. These principles are covered in Core Training and Volunteer Handbook.

If a data breach is suspected, this should be reported immediately to the relevant Volunteering Manager.