poppy scotland

Behind them. Always.

The Scottish Poppy Appeal Volunteer Organiser's Guide to

DEALING WITH PERSONAL DATA

As a Volunteer Organiser, there will be times when you might collect, store or even process the personal data of other volunteers and members of the public. This guide will support you in your responsibilities when dealing with personal data.

The General Data Protection Regulations stipulates 6 principles which anyone collecting data must adhere to. Data must be:

1. Processed lawfully, fairly and in a transparent manner.
2. Obtained only for specified, explicit and legitimate purposes.
3. Adequate, relevant and limited to what is necessary.
4. Accurate and kept up to date.
5. Kept for no longer than is necessary.
6. Subject to appropriate security measures.

Collecting Data

You can collect and store volunteers' personal data if you do so safely and responsibly. Always use the approved application forms (available from www.poppyscotland.org.uk/volunteer-guide) to collect information about potential volunteers. These should be passed to the Volunteer Development Officer (volunteer@poppyscotland.org.uk) for processing.

When you collect personal data please record only what you need – name, phone number, email address, for example. Don't collect and store additional personal data that isn't needed, such as dates of birth.

The law allows you to apply common sense: your volunteers may well be your family and friends and you may well have their details in your own address book. This creates a "grey area" and it is often difficult to distinguish between Poppyscotland business and your own personal life. Wherever possible, we suggest that you create a separate log or address book for Poppyscotland business. This should make it easier to add and remove volunteers. But don't worry; common sense, honesty and openness will support you with our best practice. If you do have any concerns, please speak to your Poppy Appeal Organiser.

Storing Data

You should make every effort to ensure that nobody can access the data you hold about volunteers (or members of the public) unless they have a need to. Hard copies of personal data should be kept in a safe place, such as a lockable cabinet or safe.

It is recommended that you have a dedicated email address for your volunteering role with Poppyscotland.

If you store volunteers' data in a file on your computer, make sure that file is password protected. That way, if your computer is ever breached you have a second line-of-defence for your Poppy Appeal data.

We don't print off personal data unless required or leave it lying around. This includes using lists to collect data at local events. If we ask someone to add their contact details to a list that already contains others, they are unlikely to do so. We can show that we care about potential volunteers and their data by only taking the minimum information required, or directing them to www.poppyscotland.org.uk/get-involved to complete our secure interest form.

Don't put paper copies containing personal data in the bin when you've finished with them – always use a shredder or dispose of paperwork in a considerate way so that it cannot be read or replicated. If you need help, please ask.

Poppyscotland continues to look at ways to make it is easier for our Area Organisers to store and access the personal data of their volunteers.

If you do misplace volunteer's personal information you should inform your Poppy Appeal Organiser immediately.

Using a computer

- Storing data safely is very important. If you use a computer for Poppy Appeal, make sure it is up to date and secure.
- Don't store data on someone else's computer.
- Always use passwords, both for your computer and for any Poppy Appeal files that contain personal data.

If you need help to understand what is required, please ask your Poppy Appeal Organiser.

Using Passwords

Ensure that only you know the password. Again, common sense can apply: if you and your spouse, for example, run the Appeal jointly then it is reasonable for you to both know the password.

Use a sensible password. "Password1234" is NOT secure. "Gl4sgow427" and "Gl4sgow_Spaniel" are much better examples (but don't use those!). You don't need to go to extremes – just mixing up a few letters and numbers is enough to create a secure password.

Keeping the data up to date

Always make sure you have accurate records. For example, remember to update your records if someone changes their address. When a volunteer retires or stops being part of your local activity, please delete their data from your Poppy Appeal records and let us know through volunteer@poppyscotland.org.uk.

Sharing data

Only you should have access to your volunteers' data. You are also permitted to share it with Poppyscotland where this may be required.

Do not use data you have collected from someone who is interested in volunteering to communicate about anything other than volunteering, unless they have consented to this in writing. This means you cannot ask them to join your local branch or club, nor ask them to donate money or prizes for an event. It does mean you can contact them about the Scottish Poppy Appeal or other local events when you would like them to volunteer their time.

Always remember to use BCC (blind carbon copy) when sending an email to more than one person, otherwise you will be sharing personal data. If you accidentally use the 'to' or 'cc' fields to email multiple volunteers, you should inform your Poppy Appeal Organiser immediately.

If ever a volunteer or member of the public wants to discuss data protection, please direct them to our privacy policy, which they can find at www.poppyscotland.org.uk/volunteer-guide.

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