

National Care Force Privacy Notice

The National Care Force is a nationwide network of care providers and volunteers ready to support the most vulnerable members of our society through the challenges the UK faces due to coronavirus.

This Privacy Notice applies to our website (<https://www.nationalcareforce.co.uk/>) and explains how we collect and use the personal data with which you provide us when you apply to volunteer, or that we otherwise obtain as part of your voluntary work.

Last updated: 21 March 2020

1. **Who we are?** We are National Care Force Ltd. We are company limited by guarantee and our company number is 12530707. Our registered office address is 201 Haverstock Hill, London, United Kingdom, NW3 4QG. We are the Controller in respect of your personal data.
2. **How to contact us?** If you have any questions about our Privacy Notice or the data we hold on you, or you would like to exercise your data protection rights, you can contact us hello@nationalcareforce.co.uk.
3. **What data do we collect?** If you apply to become a volunteer through our website we collect some or all of the following categories of personal data from you:
 - a) your full name;
 - b) your contact information such as your postcode, email address and telephone number;
 - c) the distance you are willing to travel from your postcode to volunteer;
 - d) whether you are trained to administer medicines;
 - e) your profession;
 - f) a photo clearly identifying you;
 - g) whether you have access to a car and can drive;
 - h) whether you hold a valid first aid certificate;
 - i) whether you are over 18 years of age; and
 - j) whether you have a valid active Disclosure and Barring Service (**DBS**) check. We may also request a copy of your DBS certificate or obtain it through third party checks.

4. **How we will use your data**

We collect your personal data for the following purposes:

- a) to provide you with a Volunteer account through our website;
- b) to provide you with a list of available volunteering opportunities according to your location and profile;
- c) to keep you informed about volunteering opportunities that are available in your location;
- d) to communicate with you;
- e) to provide and manage your access to our website; and
- f) to administer, manage and develop the website (including support and maintenance) and keep the website safe and secure.

Where you have accepted a volunteering role, or have agreed for us to contact you about suitable opportunities, we may contact you by email, telephone, text message or push notifications with information about volunteering roles available in your area.

5. **What legal basis do we rely on?**

We rely on the following legal bases for processing your personal data:

- a) processing is necessary for the performance of our agreement with you (for example, for us to provide you with a list of volunteering opportunities in your area, to perform third party checks on you to verify your information and to allow you to apply for one of these opportunities);
- b) is that it is in our legitimate interests (for example, operating and making the website available and contacting you about volunteering opportunities which you may be interested in); and
- c) is that you have given your consent, where you have requested us to contact you about volunteering opportunities.

6. **Consequences of not providing your personal data.** Your personal data is necessary for us to provide you with a list of available volunteering opportunities and to allow you to volunteer for particular roles. If you do not supply your personal data to us, then you will be unable to sign up to be a Volunteer or apply for volunteering positions.

You may withdraw your consent for receiving email notifications from us about available volunteering opportunities at any time by clicking on the "Unsubscribe" link in the emails or by emailing hello@nationalcareforce.co.uk. By withdrawing your consent, you will no longer be notified about available volunteering opportunities in your area.

7. **Who will we share your personal data with?**

We share your personal data with:

- a) our third party service provider, Onfido (<https://onfido.com/>) which undertakes basic checks to verify your information; and
- b) any third party, such as care homes and local authorities, who has requested volunteer help.

8. **Data transfers:** We do not currently transfer your personal data outside of the European Economic Area.

9. **Data retention and storage.** We will keep your personal data until the earlier of either (i) you delete your volunteer account; or (ii) you have been inactive for 12 months.

Following the earlier of either of these events, we will delete your personal data in a safe and secure manner.

10. **What are your data protection rights?**

You have the general right to request from us:

- a) access to your personal data;
- b) rectification or erasure of your personal data;
- c) restriction of processing concerning you or to object to our processing of your personal data; and
- d) the right to data portability.

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If you wish to exercise any of these rights, please contact us by emailing hello@nationalcareforce.co.uk.

You also have the right to complain to the Information Commissioner's Office (www.ico.org.uk) about the manner in which we process your personal data.

11. **Cookies**

The National Care Force website uses Google Analytics, a web analytics tool provided by Google, to collect information about how visitors use the National Care Force website. We use the information to identify trends and improve the website. Please see Google Analytics' [privacy policy](#) for further information.

12. **Changes to this Privacy Notice**

From time to time, we may need to update this Privacy Notice to ensure that it remains up-to-date. If we make significant changes, we will make that clear on our website or by some other means of contact such as email, so that you are able to review the changes before you continue to use our website.

Please refer to the date at the top of the Privacy Notice to make sure that you are looking at the latest version.