



Loch Lomond and The Trossachs National Park Authority

PRIVACY NOTICE - VOLUNTEERS

This notice provides details of what information we collect from you, what we do with it, and who it might be shared with in the course of your volunteering activities with the National Park Authority

Identity and contact details of the Data Controller and the Data Protection Officer

Loch Lomond and the Trossachs National Park Authority is the Data Controller. You can contact the Data Protection Officer at:

Data Protection Officer,
National Park Authority,
Carrochan,
20 Carrochan Road, Balloch, G83 8EG

Email: info@lochlomond-trossachs.org

What information do we collect about you?

We may collect the following information (but only where relevant to your particular circumstances):

- Forename
- Surname
- Date of Birth
- Home address
- Home telephone number
- Mobile number
- Email address
- Medical conditions
- Dietary requirements
- Next of kin details
- Photographs of you undertaking volunteer activities

We also keep copies of your communications with us and our responses.

Who might we share your information with?

We may share your information with organisations that we work closely with to provide volunteering opportunities such as Scottish Natural Heritage, National Trust for Scotland and Friends of Loch Lomond and The Trossachs. We will seek your permission first before sharing your details with other organisations. We will generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

Will we send your information outwith the UK?

The volunteer database we use is administered in America. The privacy notice for the CERVIS system can be accessed at: <https://www.cervistech.info/privacy-policy-volunteer-management-software>

How long do we keep hold of your information?

We keep hold of your information until three years after you no longer volunteer with us. Your information will be retained for the minimum period necessary. Your information will be destroyed under confidential conditions after this period.

What are my rights in relation to the information held about me?

You have the following rights:

- To see any information held about you by making a subject access request, details of this process can be found on our website at: <https://www.lochlomond-trossachs.org/park-authority/freedom-of-information/accessing-personal-information/>
- To withdraw consent at any time, where the legal basis for processing is consent.
- To data portability, where the legal basis for processing is (i) consent or (ii) performance of a contract.
- To request rectification or erasure of your information, where data protection legislation allows this.

Do I have a right to complain about the way my information has been used?

If you are concerned about the way we are collecting or using your personal data, please let us know and we will try to resolve this. Details of our complaints process can be found at:

<http://www.lochlomond-trossachs.org/park-authority/how-to-make-a-complaint/>

If you are still concerned, you can contact the Information Commissioner:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow, Cheshire
SK9 5AF

Email: casework@ico.org.uk

Tel: 0303 123 1113 or if you prefer to use a national rate number: 01625 545 745

Do I have to provide my personal data to you?

You do not have to provide information to us, but we may then not be able to provide you with the volunteering opportunities you are interested in taking part in.

Do you use any automated processes to make decisions about me?

We do not use automated decision making processes.