

This page sets out the details of Highgate Cemetery's privacy notice in relation to information collected about you in your capacity as a volunteer only. See our website for the general privacy notice which applies to members, customers and the public.

Privacy notice [volunteers/trustees/protectors]

Updated 9 May 2018

Who we are

'Highgate Cemetery' or 'we' refers to the group of Friends of Highgate Cemetery Trust and its wholly-owned subsidiary, Highgate Cemetery Limited. Friends of Highgate Cemetery Trust is the data controller of your personal information.

Data controller

Friends of Highgate Cemetery Trust

Swain's Lane
LONDON N6 6PJ

Company number 3157806

Charity number 1058392

Data Protection Register number ZA110410

Subsidiary

Highgate Cemetery Limited

Swain's Lane
LONDON N6 6PJ

Company number 01725719

What information we collect about you

We collect the personal information you may provide as part of the volunteer recruitment process.

Personal information we collect may include:

- your name, title, gender, photo and date of birth;
- postal address, email address and phone number;
- emergency contact details
- shifts covered
- your use of the website
- volunteering interests and activities
- dietary requirements
- medical conditions
- details of correspondence sent to you, or received from you
- contact preferences
- bank details for repayment of expenses
- details of complaints about you or grievances
- CVs and references, and
- any other information provided by yourself at the request of Highgate Cemetery.

When we ask you to provide your personal information we will let you know why we are asking, and how we will use your data, by directing you to this notice.

What we do with your information

The information we hold on you will only be used for selecting and managing volunteers, including keeping volunteers informed of developments at Highgate Cemetery.

We might also use your information where we have justifiable reason (including legal obligation and legitimate interest):

- to comply with any legal requirements, such as registering trustee appointments with the Charity Commission and Companies House
- to use CCTV recording equipment in and around our premises for monitoring and security purposes.
- to detect and reduce fraud and credit risk.

How we update, screen and analyse your information

We may need to review your information to ensure your data is as accurate as possible or to find out more about you. We may consult alternative sources in order to undertake these checks, such as:

- Telephone directories;
- Information that you have made publicly available via social media;
- Newspaper articles, publications and company websites;
- Companies House and other company information databases;
- Charity Commission registers;
- Any other publicly available sources.

Who might we share your information with

Other volunteers will be able to see your name, photograph, and the volunteering roles you have qualified for within the Three Rings system.

We do not disclose personal data to any third parties or external organisations, other than data processors carrying out work on our behalf. Examples of such data processors would be Three Rings, our volunteer management software. Any such companies act as approved data processors for Highgate Cemetery, and we retain full responsibility for your personal data. Data processors will act only on our instructions. They will not use your data for anything other than the clearly defined purpose relating to the service that they are providing.

We may need to transfer the personal information you provide to countries outside the European Economic Area (EEA). By way of example, this might be if any of the computer servers used to host web services are located in a country outside of the EEA. If Highgate Cemetery transfers your personal information outside of the EEA in this way, we will take steps to ensure that your privacy rights continue to be protected as outlined in this privacy notice. The USA has weaker data protection laws than that of the EEA and therefore we will ensure that only organisations who are a part of the EU privacy shield initiative will handle your personal information. More details on this certification can be found at www.privacyshield.gov/welcome.

We will also share your data where required to do so (for example, by legislation or a court order), or when requested by the police or a regulatory or government authority investigating illegal activities.

Your data will never be sold or passed to any third party for any other purpose.

How we keep your information secure

We have implemented security procedures, rules and technical measures to protect the personal data that we have under our control from:

- unauthorised access;

- improper use or disclosure;
- unauthorised modification.

All our employees and data processors, who have access to, and are associated with the processing of personal data, are legally obliged to respect the confidentiality of your personal data.

Despite all our precautions, no data transmission over the internet is completely secure. We cannot guarantee the security of any information which you disclose to us. You share any data at your own risk.

Highgate Cemetery is not responsible for the privacy notices and practices of other websites. We recommend that you check the policy of each website you visit and contact them if you have any concerns or questions.

How long we keep your information

We will keep your information only for as long as is reasonably necessary for the purposes set out in this privacy notice and to fulfil our legal obligations. We will not keep more information than we need. Application forms from unsuccessful applicants or non-starters will be deleted or destroyed six months from refusal or last contact. For successful applicants, your personal information will be deleted or destroyed a year after you complete your last volunteering shift or become 'inactive'. For that reason, should you require a reference about your volunteering at Highgate Cemetery, you should request it within a year. We will retain information about expenses reimbursed with our accounting records for six years after the end of the financial year in which they are claimed.

For further information about how long we will keep your information, please contact the Data Protection Manager using the contact details outlined in this notice.

How to access, correct or delete your information

You should find it easy to access, amend or delete most of the personal information that we hold on you, or request that we stop contacting you using the Three Rings system. Every email we send you from Three Rings includes details on how to manage communications. Bear in mind that if you ask us to delete your information or stop contacting you, you may be unable to continue volunteering.

You can contact us by phoning, emailing, or writing using our contact details below.

You can ask us if we are keeping any personal data about you and you can also request to receive a copy of that personal data – this is called a **Subject Access Request**. For information about how to make a Subject Access Request, see <https://ico.org.uk/for-the-public/personal-information>. You may need to provide verification of your identity. It helps if you can be as clear as possible about the information you are seeking.

Subject Access Requests or data corrections or deletions should be sent to:

Data Protection
Highgate Cemetery
Swain's Lane
LONDON
N6 6PJ

Email info@highgatecemetery.org
Telephone 020 8340 1834

How to complain

You have the right to lodge a complaint with the supervisory authority, The Information Commissioner's Office – www.ico.org.uk. We would, however, appreciate the opportunity to deal with your concerns before you approach the ICO so please contact us in the first instance.

You can find further information on data protection at <https://ico.org.uk/for-the-public>.

Changes to this privacy notice

This notice may be updated from time to time to take into account changes at Highgate Cemetery or to reflect changes to regulation or legislation. Updates to this policy will be posted on this page. The date of the most recent revision is at the top of this page.