

GDPR Privacy Policy for Volunteer Data

Overview

At Amgueddfa Cymru – Museum Wales, we are committed to protecting the privacy and personal data of our volunteers, customers, website visitors, and users of our services. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in compliance with the General Data Protection Regulation (GDPR).

Scope

This policy applies to all Amgueddfa Cymru current and former volunteers as well as any person who has applied for a volunteering position.

The term 'volunteer' includes everyone unpaid at Amgueddfa Cymru. This includes placements, honorary research fellows, forum members, etc.

Data Controller

Amgueddfa Cymru is the data controller responsible for the processing of personal data as described in this Privacy Policy.

Types of Personal Data We Collect

We collect and process various types of personal data, including but not limited to:

- Contact information (such as name, email address, phone number, and mailing address).
- Bank details (for travel expenses).
- Other information you provide voluntarily.

The means that this data will be collected through includes but is not limited to:

- Enquiry Forms.
- Registration Form.
- Equal Opportunities Form.
- Emergency Contact Form (under 18s only).

We collect and process personal data for the following purposes and legal bases. As part of our public task we collect data to be able to:

- Process enquiries.
- Register people as volunteers.
- Be able to contact our volunteers regarding volunteering at the Amgueddfa Cymru.

- Make reasonable adjustments when needed.
- Support/safeguard volunteers.
- Process expenses.
- Comply with the Welsh Language Standards.

Data Retention

We will retain your personal data for as long as necessary to fulfil the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law. The criteria used to determine our retention periods include the nature of the data, the purposes for which it is processed, and any legal or regulatory obligations.

Volunteers' data will be securely stored for as long as they are actively volunteering, this data is then archived for 7 years once they have finished volunteering at Amgueddfa Cymru. Only authorised staff can access the archived volunteer data, and this is only for providing references, insurance requirements or when legally required.

People who have registered to volunteer, but have been unsuccessful in gaining a space, will have their data stored until the end of the financial year (1 April). This allows us time to process your data during the recruitment process, contact you for interviews/taster days and notify you if you are unsuccessful. We use the data gained from registration forms to tailor our recruitment methods and highlight any work needed to diversify our volunteer base. This data is reported anonymously.

Any data relating to volunteer recruitment will be deleted after the 1 April every year. The exception is for those who have been recruited in one financial year, but the recruitment process hasn't ended by the 1 April. For example, we've recruited a role in March, but interviews will not be held until mid-April. This data will be deleted the following end of the financial year.

If you are also a ticket buyer, event attendee, donor or opted for Amgueddfa Cymru's newsletters your account will remain unaffected if you have been unsuccessful as a volunteer. Only data specifically relating to your volunteer registration will be deleted. For more information on our general privacy notice please visit here: [Privacy Notice - Policy and Strategy | Museum Wales](#)

Data Sharing and Disclosure

We may share your personal data with third parties in the following circumstances:

Service providers: We may engage third party service providers to assist with the provision of our services, including hosting, data storage, payment processing, and customer support. These service providers will have access to your personal data only to the extent necessary to perform their functions and are obligated to protect your data.

Volunteers' data will be provided to Tessitura as our service provider (data processors) for storing volunteers and customer data securely. Tessitura's data protection policy can be found here: [Privacy Policy \(tessituranetwork.com\)](https://tessituranetwork.com/privacy-policy)

Business transfers: In the event of a merger, acquisition, or other corporate reorganisation, we may transfer your personal data to the relevant third parties involved. We will notify you of any such transfer and provide you with choices regarding your personal data.

Legal requirements: We may disclose your personal data if required to do so by law or in response to valid requests by public authorities (e.g., law enforcement agencies, regulatory bodies).

We may on occasion contract with a third party to provide services, such as vetting, to Amgueddfa Cymru but we will never let any such third party use your data where consent has not been given.

In some circumstances we are legally obliged to share data, for example under a court order.

Volunteers' data will not be shared with any third parties for the purposes of direct marketing.

The Museum is committed to keeping your data secure. All of our data processors, who have access to and are associated with the processing of personal data, are legally obliged to respect the confidentiality of the personal data that we hold. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

International Data Transfers

Your personal data may be transferred to and processed in countries outside the European Economic Area (EEA) or your country of residence. In such cases, we will ensure that appropriate safeguards are in place to protect your personal data and that the transfer is conducted in compliance with applicable data protection laws.

Expenses

To be able to pay out of pocket travel expenses to volunteers, Amgueddfa Cymru will require bank details to be able to process this request.

Amgueddfa Cymru will only use this information to pay expenses into your bank account and for no other purpose. This data is stored securely and can only be accessed by Amgueddfa Cymru for this purpose.

Please read your data subjects rights below for more information on what you can do with your data that Amgueddfa Cymru hold.

Photographs

Amgueddfa Cymru is required to take photographs of volunteers' work as part of archiving in the public interest. We may take photographs of volunteers participating in these activities and as such these photographs will be placed in our archive.

We will ask volunteers for their consent to use photographs in any external activity such as marketing, on social media, etc. This consent will be gained through a Photo Consent Form. For information about how long we hold personal data, see our Retention Schedule.

Dealing with Complaints

To effectively manage any complaints Amgueddfa Cymru will:

- Let individual volunteers or staff members know that a formal complaint has been made against them. This will include the nature of the complaint and any relevant details.
- Inform staff from the Volunteering and Engagement Department.
- Inform the volunteer's supervisor (member of staff that supervises the volunteer day to day).
- Share information regarding a complaint with staff who need to know on the grounds of health and safety, collection security, etc.
- Share information regarding a complaint with a third party organisation, for example when we are legally required to do so.

We will keep all documents relating to the complaint for the duration of the process and for 6 months after to allow time for volunteers to appeal. A record of the complaint and its result will also be kept after this time for 7 years.

All information and documents are stored safely securely and are only accessible to those staff from Amgueddfa Cymru who are required to have access.

Data Subject Rights

As a data subject, you have certain rights under the GDPR, including:

Right to access: You have the right to request access to your personal data and obtain information about how it is processed.

Right to rectification: You have the right to request the correction of inaccurate or incomplete personal data.

Right to erasure: You have the right to request the deletion of your personal data under certain circumstances.

Right to restriction of processing: You have the right to request the limitation of processing your personal data in certain situations.

Right to data portability: You have the right to receive your personal data in a structured, commonly used, and machine-readable format and to transmit it to another data controller.

Right to object: You have the right to object to the processing of your personal data in certain circumstances, including for direct marketing purposes.

To exercise your rights or for any inquiries regarding the processing of your personal data, please contact us using the contact information provided at the end of this policy.

Data Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, alteration, disclosure, or destruction. These measures include data encryption, firewalls, secure protocols, access controls, and regular security assessments.

Updates to the Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our data processing practices or legal obligations. We encourage you to review this policy periodically for any updates. The revised Privacy Policy will be effective as of the date indicated at the bottom of the document.

GDPR Training

Amgueddfa Cymru will provide GDPR training for all Amgueddfa Cymru Personnel, this training will be mandatory and be completed on a yearly basis.

Policy Compliance

The Infosec team will verify compliance to this policy through various methods, including but not limited to, periodic walk-throughs, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.

Exceptions: Any exception to the policy must be approved by the Infosec team in advance.

Non-Compliance: An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Date of Change	Responsible	Summary of Change
1/01/2024	Ffion Davies, Volunteer and Placement Manager.	Updated to reflect the use of Tessitura.

Contact information for our Data Protection Officer: dpo@museumwales.ac.uk or 0300 1112 333.