

Introduction

The Woodhouse and Woodhouse Eaves Good Neighbour Scheme steering group has contacted¹ the Information Commissioner's Office (ICO) to check if the GNS is required to register under the General Data Protection Regulation, which replaced the Data Protection Act in May 2018.

The ICO response confirmed that the GNS is exempt from registration as it is a not-for-profit organisation that complies with the following conditions: The GNS

- only processes information necessary to establish or maintain membership or support
- only processes information necessary to provide or administer activities for members of the organisation who have regular contact with it
- only shares information with people and organisations necessary to carry out the organisation's activities
- only keeps the information while the individual is a member or supporter or as long as necessary for member/support administration.

However, the steering group believes that it should adhere to the basic principles of the General Data Protection Regulation, which are

- keep information safe
- do not share information (unless permission is given)
- keep only the information required.

It is most important that all volunteers know not to share information, unless express permission is sought and given.

Members of the steering group will not share information about any volunteer or user of the scheme, unless permission is sought and given and is necessary for a job to be carried out or is necessary for safeguarding purposes.

More detailed information is given below:

The Woodhouse and Woodhouse Eaves Good Neighbour Scheme [WWE GNS] is managed by a steering group of volunteers. The steering group is responsible for the personal information of both users of the scheme and of volunteers who offer their time to help their neighbours. This policy sets out how we process and protect that personal information.

¹ Most recent date of contact 26/02/2026

We may amend this document from time to time, so please check our website www.woodhousegns.org.uk occasionally to ensure that you are up to date with any changes.

The following questions and answers explain how the steering group discharges its responsibilities in accordance with the law.

1 What information do you collect?

When joining as a volunteer, you give us your name, address, telephone number(s), email address and date of birth. We record your DBS certificate number and date of issue. If you volunteer to be a driver, you give us your driving licence number and car details. If you are a user of the scheme, you give us your name, address and telephone number(s). You may also give us personal details relating to your health and mobility and to members of your family.

2 Why do you collect this information?

The way the WWE GNS works is by a resident of the Woodhouse parish ringing the WWE GNS mobile and requesting help. The Telephone Coordinator notes the personal information of the person making the call, together with details of the job, on a job sheet. The Telephone Coordinator then contacts a number of volunteers, until they find a volunteer who can do the job at the requested time. The personal information requested is essential for the scheme to work.

3 How long do you keep the information?

We keep your information only as long as is necessary to manage the WWE GNS. If you are a volunteer, your personal information will be removed from our records and our mobile phones within one month of the date you retire from the scheme. If you are a user of the scheme, then all job sheets (which include personal information) are destroyed within one year of the job taking place. For statistical purposes and to maintain a historic record, a database of jobs carried out is updated on a monthly basis. This contains names but no other personal details of any sort. The charts produced and published show numbers and percentages only.

4 Will you use the information for marketing purposes?

No, although we may use it to notify you of our general meetings, volunteer training sessions and fundraising events.

5 Do you share the information with other organisations?

We will not share your personal information with other organisations. If you are a user of the scheme, we share your personal information with the volunteer who has agreed to help you. Exceptionally, if you are a user of the scheme, we may share your information in line with our safeguarding policy. If you are a volunteer, we will not share your personal information unless you give us express permission to do so for a specific purpose. If you are a volunteer, you must not share personal information unless express permission is sought and given.

6 How do you store the information?

All our paper records are stored safely and our electronic records are password protected, with access restricted to those members of the steering group requiring the information to manage the scheme.

7 How do you handle DBS certificate information?

All WWE GNS volunteers are required to hold a DBS (Disclosure and Barring Service) enhanced adult certificate as the scheme helps vulnerable adults. The personal information required to apply for a DBS certificate is visually checked by the DBS Coordinator. No copies are taken of personal documents and the information is not recorded in any way. Once the certificate has been issued, we keep a record of the name of the volunteer, the certificate number and the date of issue. We do not keep the certificate itself nor do we keep a copy of the certificate. In order to ensure that the certificate is updated regularly, we ask all volunteers to subscribe to the DBS Update Service. We record their agreement for our Volunteer Coordinator to check that no new information has been added. The frequency of the checks is decided by the WWE GNS steering group.

8 How may I contact you?

If you have any questions relating to this policy and our privacy practices, please email info@woodhousegns.org.uk or write to us at WWE GNS, c/o Clerk to the Parish Council, 50a Main Street, Woodhouse Eaves, Loughborough LE12 8RZ. If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO).