



The Royal Parks Volunteer Policy

March 2019

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Status	Approved
Approved by	TRP Executive Committee - 27 Feb 2019
Last updated	March 2019
Date for next review	March 2022
Policy Owner	Volunteer and Programmes Manager
Document accessibility	A pdf version of this document will be available on the intranet and The Royal Parks website.

1. Introduction

The Royal Parks charity cares for 5,000 acres of magnificent parkland, rare habitats, historic buildings and monuments across London. Our eight Royal Parks are among the most visited attractions in the UK with over 77 million visitors each year. At the heart of what we do are hundreds of generous volunteers, working with us to steward these national treasures. Their contribution to nature, heritage, wellbeing and learning across the Parks is invaluable.

1.1 Purpose of this policy

The purpose of this policy is to provide a framework for all staff and volunteers involved in volunteering with The Royal Parks. It sets out our principles and commitment to volunteering and helps to ensure that the highest standards in working with and for volunteers are met. Further detail relating to how we work with volunteers can be found in the Volunteer Handbook and the Volunteer Co-ordinator Handbook. [The Volunteer Strategy \(2018-21\)](#) sets out our plans for volunteering. These documents complement this policy.

This policy applies to any individual who volunteers with The Royal Parks charity and any member of staff who works directly with volunteers. This policy does not apply to individuals giving their time to The Royal Parks under corporate social responsibility arrangements or through partners; policies relating to these relationships are in development.

1.2 Good practice

As an organisation which works with volunteers, we have a responsibility to keep abreast of changes in best practice and ensure that these are conveyed appropriately. We are a member of the National Council for Voluntary Organisations (NVCO) and are working towards gaining the Investing in Volunteers Award, which is the UK quality standard for good practice in volunteer management. This policy and the associated procedures will be reviewed every three years or sooner if necessary.

1.3 The Royal Parks charity purpose and objects

Launched in 2017, the charity supports and manages Royal parkland across London, including: Hyde Park, The Green Park, Richmond Park, Greenwich Park, St James's Park, Bushy Park, The Regent's Park and Kensington Gardens. We also manage other important open spaces in the capital including Primrose Hill, Brompton Cemetery, Victoria Tower Gardens, Canning Green and Poet's Corner.

The parks and open spaces are owned by the Crown with their responsibility resting with the Secretary of State for Digital, Culture, Media and Sport. The Royal Parks charity manages the Parks and open spaces on behalf of the government.

The Royal Parks purpose is:

'To care for the Royal Parks for everyone to enjoy now and in the future'

The Royal Parks charitable objects are:

- to protect, conserve, maintain and care for the Royal Parks, including their natural and designed landscapes and built environment, to a high standard consistent with their historic, horticultural, environmental and architectural importance;

- to promote the use and enjoyment of the Royal Parks for public recreation, health and well-being including through the provision of sporting and cultural activities and events which effectively advance the objects;
- to maintain and develop the biodiversity of the Royal Parks, including the protection of their wildlife and natural environment, together with promoting sustainability in the management and use of the Royal Parks;
- to support the advancement of education by promoting public understanding of the history, culture, heritage and natural environment of the Royal Parks and (by way of comparison) elsewhere; and
- to promote national heritage including by hosting and facilitating ceremonies of state or of national importance within and in the vicinity of the Royal Parks.

We see volunteers as intrinsic to our purpose and objects, increasing our contact with local communities and helping to conserve, maintain and protect the Royal Parks. Caring for these precious urban green spaces and inspiring others to do the same is a huge task – but working hand in hand with our volunteers is an effective way to achieve our goals.

1.4 Outcomes

We want volunteers to have the best possible experience whilst volunteering with us. Following this policy and practising its procedures will ensure that volunteers are treated equally, fairly and consistently. Being able to refer to a written policy makes sure that decision processes are clear and transparent. It also helps ensure that volunteers, staff, senior managers and trustees understand why volunteers are involved and what role they have within the charity.

2. Our Mission and Principles

2.1 Our mission for volunteering

Our mission is to provide high-quality volunteer opportunities for everyone to explore, enjoy, value and make the Royal Parks even better. We will deliver a diverse mix of volunteer opportunities across nature, heritage, wellbeing and learning programmes, working with and welcoming partners and individuals to protect, conserve, interpret and enhance the Royal Parks.

The Royal Parks is a charity with volunteering at its heart, valuing every individual offering their time and talent.

2.2 Our volunteer principles

- Connection to the cause – we will aim to give clear volunteers a clear purpose and to show how every volunteer is making a difference
- Clear communication – we will ensure that volunteers are kept up to date with all relevant changes in the organisation, and will ask them for feedback regarding their involvement
- Training opportunities – we will provide expert training to enable continuous learning opportunities for volunteers and those who work with volunteers
- Recognition – we will acknowledge and value the vital contribution that volunteers make, saying ‘thank you’ both formally and informally
- Support – we will provide leadership, co-ordination and support from the centre, whilst recognising that many volunteers work on a local level
- Equal opportunities – we will welcome volunteers from a variety of backgrounds and will actively promote diversity and inclusivity
- Adequate resources – we will ensure that volunteers have the necessary resources and materials to carry out their role safely and to a high quality
- Partnership working – we will continue to work with Friends groups, partners, community groups and networks

3. Structure and Responsibilities

3.1 Volunteer Team structure

The Volunteer Team provides the central support and direction to The Royal Parks volunteer programme.

The team includes the following:

Head of Programmes, Volunteering and Conservation – overall responsibility of the volunteer programme and budget holder

Programmes and Volunteer Manager – manages the volunteer programme day to day, including the Team and budget

Volunteer Officer – supports the overall programme and develops and delivers volunteer projects

Volunteer Administrator – provides central administration, guidance and support

3.2 Volunteer Co-ordinators

Volunteer Co-ordinators manage volunteers on the ground and act as their main point of contact. Co-ordinators are likely to be The Royal Parks staff but may also be contractors (i.e. OCS / Vinci) or freelancers.

4. The Royal Parks Volunteers

Volunteers are members of the public who give their time, experience, knowledge and skills without payment from The Royal Parks. Volunteers in respect to this policy are those who have registered with us and who have a defined role working within a The Royal Parks led volunteer activity or programme.

We welcome volunteers from a variety of backgrounds and actively promote diversity and inclusivity of volunteers through our Volunteer Equality and Diversity Policy. We will endeavour to make our volunteer programme as inclusive as possible, however restrictions may apply where there is a legal constraint, a safety concern or other special considerations.

4.1 Special considerations

Age

We do not have an upper age limit for volunteers. For most volunteering opportunities the minimum age to volunteer as an individual is 18 years.

Children under 18 years old are welcome at family volunteering events which require that they are accompanied by an appropriate parent or guardian at all times. These events may have their own appropriate age bracket, assessed by the event organiser.

On occasion, children who are 16 – 18 years old may also be able to volunteer with us without a parent or guardian present, providing we have their written consent in advance of the activity taking place. These volunteering opportunities will be assessed on a case by case basis and will follow The Royal Parks safeguarding guidelines. We will clearly state on the role description whether the opportunity is suitable for 16-18 year olds.

Volunteering while on benefits

Volunteering should not normally affect a person's right to benefits. There is no limit on the amount of time a volunteer can commit to, as long as they continue to meet the conditions of the benefit or tax credit they are in receipt of. Volunteers should be advised to discuss their volunteering activity with their benefits agency.

Refugees and asylum seekers

People who have refugee status or humanitarian protection, and their family members, can volunteer.

Asylum seekers (people in the process of applying for refugee status) and family members are not allowed to work while their claim is being decided by the Home Office, but they can volunteer, even when they are appealing against a decision to refuse them asylum.

Volunteers from the European Union (or the European Economic Area)

At present there are no restrictions on volunteering for members of the European Union. The same freedom is extended to nationals of Iceland, Norway, Liechtenstein and Switzerland, which are members of the European Economic Area (EEA).

Accepting volunteers from outside the UK and EU

Individual volunteers from outside the UK should take responsibility for ensuring they are permitted to volunteer, as breaching their visa conditions could jeopardise their status. Holders of a visitor visa can volunteer for up to 30 days for a charity registered in the UK.

5. Health, Safety and Welfare

The Royal Parks has a responsibility to actively manage the health, safety and welfare of all volunteers whilst they are fulfilling a volunteer role (Health and Safety at Work Act, 1974). We comply with all relevant law, codes and guidance, using good practice wherever possible. This policy sets out the key health and safety considerations for volunteers and our commitment to follow a thorough and considered process for each.

5.1 Risk assessments

The Royal Parks has duties under health and safety law to assess risks in the workplace (Management of Health and Safety at Work Regulations, 1999). Risk assessments will be carried out that address risks that might cause harm in each volunteer activity. Additional risk assessments must be considered for young people, pregnant women, medical issues, disabilities, special needs and language difficulties.

Risk assessments should be reviewed annually (or if any aspects of the volunteer role change) and updated accordingly. A copy of the risk assessment and role description for every volunteer role will be kept on file by the Volunteer Team.

5.2 Health and safety induction

All volunteers will receive a health and safety induction as part of their general induction session. This should take place prior to, or as part of, their first session of volunteering and is delivered by the Volunteer Co-ordinator. The topics covered will be dependent on the nature of the role but should identify the general hazards of the role, how they have been reduced and any procedures relevant to the role. The Royal Parks health and safety procedures can be found [here](#), Volunteer Co-ordinators should identify which of these are relevant as part of the role risk assessment. This may include topics such as manual handling and lone working.

It may be more appropriate to cover other risks associated with the role, such as tool use, at the start of every session or on the first occasion that the volunteer encounters that risk.

The Royal Parks is committed to providing health and safety training needed for volunteers to carry out their volunteering safely and competently. Training is an essential method of keeping up to date with best practice and legislative changes. Any training required for the role should be identified within the role risk assessment and provided as part of the induction or at an appropriate time.

5.3 Personal Protective Equipment (PPE)

The Royal Parks will provide all PPE required for volunteers to safely carry out their role, as identified in the role risk assessment. Volunteer Co-ordinators are responsible for the purchase and provision of these items, unless otherwise agreed with the Volunteering Team.

Volunteer Co-ordinators are responsible for the monitoring of all PPE provided to their volunteers to ensure that it is still fit for purpose. Volunteers should notify their Volunteer Co-ordinator if their PPE is damaged or requires replacement.

All PPE remains the property of The Royal Parks and must be returned when a volunteer leaves the programme.

5.4 Accident reporting

Recording of accidents and near misses is an essential tool for monitoring the efficacy and implementation of health and safety procedure. Volunteers and Volunteer Co-ordinators must report all accidents and near-misses as soon as possible after the incident has occurred.

Volunteers should notify their Volunteer Co-ordinator and complete a Volunteer Accident Report Form. The injured party should make the report; if this is not possible a witness can complete the form. Completed Volunteer Accident Report Forms should be passed onto the Volunteer Co-ordinator for submission to the Health and Safety Environment Manager.

5.5 Welfare facilities

The Royal Parks will, so far as is reasonably practical, provide adequate and appropriate access to welfare facilities for volunteers. The requirement for welfare facilities should be assessed by the Volunteer Co-ordinator and detailed in the role description.

5.6 Insurance

The Royal Parks has Employers and Public Liability Insurance which covers volunteers in the event of negligence caused by a volunteer whilst carrying out activities in the Parks. Volunteers will not be covered if they carry out tasks that are not part of their role description or have not been agreed with their Volunteer Co-ordinator.

Volunteers are not covered for personal accidents or loss of/damage to belongings.

6. Safeguarding

6.1 Safeguarding policies and procedures

The Royal Parks is committed to safeguarding children, young people and adults at risk. The Royal Parks have produced the following safeguarding documents which relate to both staff and volunteers:

- Safeguarding policy for adults at risk
- Safeguarding procedure for adults at risk
- Safeguarding policy for children and young people
- Safeguarding procedure for children and young people

These policies can be found on The Royal Parks intranet site.

The Volunteer Handbook contains a simple safeguarding guide for volunteers, based on these policies and procedures.

6.2 Additional safeguarding measures

Alongside the policies and procedures detailed above, additional safeguarding measures have been put in place by the Volunteer Team to ensure that our volunteers, and the people they meet, are protected from harm, abuse or neglect.

Assessment of risk

Risk assessments will be carried out for every volunteer role, not just to assess health and safety risk, but risks regarding safeguarding. The level and nature of the safeguarding approach, and the measures needed, will then be determined. It is important that the safeguarding measures used are proportionate to the risk involved, as disproportionate safeguarding can create unnecessary barriers to volunteering.

Additional safeguarding measures are role dependent and could include the following:

- Clear role descriptions – stating the skills, experience and time commitment required is important to attract the most appropriate volunteers for a role, whilst also helping to set boundaries from the start.
- Interviews – meeting the volunteer face to face or speaking over the phone helps to evaluate whether the volunteer is suited to a particular role. If the role involves working with children or adults at risk, specific questions can be asked to give an insight into their attitude or knowledge of working with such groups. Application forms can also be a useful tool in assessing someone's suitability.
- Reference checks – references help to provide an independent perspective of a volunteer's skills, reliability and attitude. It can also give an insight into how they have dealt with situations and worked in the past. Since a reference is only one person's view it is important that other information is gathered during the recruitment process, such as through interviews or application forms.
- Additional training – all volunteers will have access to The Royal Parks policies and procedures involving children, young people and adults at risk, plus the simplified

safeguarding guide discussed above. Additional training and/or awareness sessions may be offered to volunteers dependent on their role and responsibilities.

- DBS checks – certain volunteer roles may require a DBS check to be undertaken. The level of check (basic, standard or enhanced) will be dependent on the volunteer's role and responsibilities. Volunteers who have a criminal record should not automatically be excluded from volunteering with us. This will be assessed on a case by case basis depending on the volunteer's conviction and the role they will be undertaking.

7. Support

The Royal Parks recognises the valuable contribution that volunteers make through the gift of their time, skills and knowledge. Providing support to volunteers demonstrates our commitment to offering a high-quality volunteer programme, guided by best practice.

7.1 Expenses

The Royal Parks will reimburse reasonable travel expenses incurred whilst volunteering with us. This ensures that travel costs do not present a barrier to volunteering with us.

Volunteers are encouraged to use environmentally friendly modes of transport (such as walking, cycling, or public transport) where possible.

Payment caps

Public transport

- Public transport reimbursements will be capped at **£12.80 per day**, (cost of a TFL Zone 1-6 adult ticket, 2019) and the cheapest option should be sought. This cap also applies to travel from outside of Zone 6.
- Evidence of the journey must be supplied in order to make a claim. Any travel which can be covered by a pre-purchased travel card already owned cannot be submitted for reimbursement.

Travelling by car

- The current mileage rate if travelling by car is **0.45p per mile** (current HRMC rate) and is capped at **£12.80 per day**. Volunteers must request approval for mileage claims from the budget holder (e.g. Volunteer Team or Volunteer Co-ordinator) prior to travelling. Reimbursements will not be made for parking tickets, congestion or emissions charges or any penalty notices.
- Travel by car should only be used when is not practical to walk, cycle or use public transport.
- If volunteers are required to use their own cars in the course of their volunteering we recommend that the volunteer makes their insurance provider aware of this, in case this affects their policy. In general this should not involve an increase in premiums.

Special considerations

- Any transport costs over the daily cap will need approval from the budget holder.
- Taxis should only be used when considered essential and agreed in advance, and where public transport / walking / cycling or use of own car is not practical.
- Blue badge holders who require access by vehicle are encouraged to contact their Volunteer Co-ordinator or the Volunteer Team for access / permits.

Claim process

- To claim expenses, a Royal Parks Volunteer Expenses Claim Form must be filled in and receipt(s) or copy of a receipt(s) attached as proof of expenditure. Expenses will only be reimbursed where proof of expenditure is provided.

- The completed form must be signed by the volunteer and passed onto the Volunteer Co-ordinator to sign and approve.
- All claims must be made within 3 months of expenses being incurred.
- Completed forms should be submitted to the Volunteer Team (Ranger's Lodge, Hyde Park) or email a copy to volunteering@royalparks.org.uk.
- Expenses will be processed once a month (normally at the start of each month) and a cheque will be sent to the volunteer's home address listed on the Volunteer Hub.

7.2 Uniform

The Royal Parks may provide uniform for volunteers to identify them as The Royal Parks volunteers and to help them feel part of the team. The type and amount of clothing provided will be dependent upon the level of commitment, nature of task and frequency of volunteering. The uniform provided for each role will be agreed between the Volunteering Team and the Volunteer Co-ordinator and outlined in the role description.

Uniform is non-compulsory for volunteers unless specified in the role description, volunteers should contribute a minimum of 30hrs before they are eligible to receive their uniform. This is to protect us from loss, a contribution of 30hrs is a good indication that a volunteer is enjoying the role and is likely to continue. Some roles may require uniform to be issued earlier if the role is public facing or part of a project.

Uniform should only be worn when volunteering with The Royal Parks. Uniform remains the property of The Royal Parks and should be returned when the volunteer leaves the programme.

7.3 I.D. cards

I.D. cards (renewed every 2 years) are provided for some volunteer roles, this will be stated in the role description. The I.D. card identifies an individual as a Royal Parks volunteer and can be especially useful in roles where volunteers are approached by members of the public.

I.D cards should only be used when undertaking volunteering with The Royal Parks. I.D. cards remain property of The Royal Parks and must be returned when the volunteer leaves the programme.

7.4 Training and development

The Royal Parks is committed to providing the relevant training and support needed for volunteers to carry out their role safely and to the best possible standard. The amount and nature of training offered to volunteers will vary according to the roles being carried out, the length of time commitment and any existing experience and skill level.

For most roles, volunteers will receive relevant training from the Volunteer Co-ordinator. Formal training may be required for some roles and this will be identified in the respective risk assessment. Volunteers will be encouraged to notify their Volunteer Co-ordinator if they require or may benefit from additional training.

8. Problem Solving and Dealing with Concerns

It is important that any problems or concerns regarding a volunteer's behaviour or conduct, or concerns that a volunteer has, are dealt with fairly, openly and consistently. To help with this we have put in place the following procedure which demonstrates our commitment to best practice in volunteer management. This procedure is not part of an employment/worker relationship.

This procedure covers two situations:

- Concerns that are raised about the behaviour or conduct of a volunteer
- Concerns that a volunteer wishes to raise about a member of staff

All concerns will be treated confidentially and only be discussed among those who are directly involved in trying to resolve the issue. In all cases volunteers have the right to be accompanied at meetings on these issues by a volunteer, member of staff, friend or family member.

8.1 Concerns that are raised about the behaviour or conduct of a volunteer

Any concerns raised about the behaviour or conduct of a volunteer will be discussed with the volunteer.

For minor concerns or breaches of the volunteer agreement, these will be dealt with directly by the Volunteer Co-ordinator, raising them with the volunteer as they occur and then taking informal action during one-to-one meetings. Additional training, coaching, counselling or advice may be used to address possible shortcomings in conduct and encourage improvement. Brief notes of any agreed informal action may be retained.

Where a concern is raised about a volunteer that indicates unacceptable behaviour or conduct, the circumstances of the concern will be investigated by the Volunteer Co-ordinator with support from the Volunteer Team and / or HR. Where it is established that unacceptable behaviour or conduct has taken place the volunteer will be issued with a written warning or will be asked to leave the programme (dependent on the seriousness of the behaviour or conduct). Written confirmation of the decision taken by the Volunteer Co-ordinator will be provided to the volunteer.

8.2 Concerns that a volunteer wishes to raise about a member of staff

A volunteer may raise a concern about a member of staff directly to the staff member, to their Volunteer Co-ordinator or through the Volunteer Team. Depending on the seriousness of the concern, informal resolution between the volunteer, or Volunteer Coordinator acting on their behalf and the member of staff, will be encouraged in the first instance. Where informal resolution is not suitable or has failed to resolve the matter, concerns should be put in writing to the employer of the member of staff (this may be The Royal Parks or a contractor). Depending on the nature of the concern raised about a member of staff, the volunteer may be moved to an alternative location whilst their concern is being investigated.

9. Social Media and Press

The Royal Parks encourages the responsible and positive use of social media. Inappropriate use of social media can pose risks to our reputation and can jeopardise our compliance with legal obligations.

The purpose of this policy is to set out what The Royal Parks expects from our volunteers when using social media, providing clear guidelines on what volunteers can say about the organisation ensuring that the organisation, the volunteers and others are protected.

This policy deals with the use of all forms of social media, including Facebook, YouTube, Twitter and all other social networking sites, and all other internet postings, including blogs. If a volunteer is found to be in breach of this policy, their Volunteer Co-ordinator will address this using the Problem Solving Procedure.

The Volunteer Handbook provides a set of guidelines with respect to the use of social media, based on these policy points:

- Conversations and comments about The Royal Parks should be positive, polite, open and respectful
- Volunteers should be clear about who they are and identify their connection with The Royal Parks
- Volunteers should not give the impression that they are speaking on behalf of The Royal Parks
- Permission should be sought from anyone in images or posts before using photos, names or tags
- Use of images of vulnerable adults or anyone under the age of 18 must have written consent from their parent or guardian
- Confidentiality should always be respected, and confidential information protected
- Volunteers should respect copyright and obtain permission before posting text, images or videos that were created by someone else

Volunteers may be required to remove internet postings which are deemed to constitute a breach of this policy. This policy links to all other policies therefore social media should never be used in a way that breaches any of our other policies such as equal opportunities and privacy.

10. Equality and Diversity

The Royal Parks is firmly committed to a policy of non-discrimination as stated in the organisation's Equality and Diversity policy. Although volunteers are not protected in the same way as employees under the Equality Act 2010, The Royal Parks still has a responsibility to ensure that all volunteers receive equal treatment regardless of their gender, marital status, sexual orientation, age, race, ethnic/national origins, colour, disability, religion or belief or gender reassignment.

These statements outline our commitment to promoting equality and diversity across our volunteer programme.

10.1 Our equality and diversity principles:

- Volunteers will be treated fairly, openly and honestly, with dignity and respect
- No volunteer will receive less favourable treatment on grounds of gender, marital status, sexual orientation, age, race, ethnic/national origins, colour, disability, religion or belief or gender reassignment
- We will take all possible steps to ensure that equal opportunity is maintained and that suitable provisions are made to ensure we cater for the needs and requirements of all our volunteers
- All recruitment procedures will be consistent to ensure that volunteers are recruited fairly and transparently
- We will endeavour to provide adequate levels of disabled access to volunteers during their activities and training

10.2 We ask that volunteers:

- Co-operate with any measures introduced to ensure opportunity and non-discrimination
- Treat others fairly and without discrimination
- Promote a positive working environment where individuals feel valued
- Challenge discrimination wherever it occurs and report the matter to their Volunteer Co-ordinator

Everyone has the right to volunteer in an environment free of unlawful discrimination and harassment. Action will be taken against any volunteers who do not observe this policy in line with the Problem Solving Procedure.

10.3 Monitoring equal opportunities and diversity

The Royal Parks will regularly evaluate and monitor our progress in respect of promoting diversity. To accomplish this all volunteers will be asked to provide diversity monitoring data when they register. All information of a personal and confidential nature will be stored in line with the organisations Privacy Policy.

11. Privacy Policy for Volunteers

The privacy and security of personal information is extremely important to us. This privacy policy explains how and why we use volunteer personal data.

We will never sell personal data and will only share it with trusted third parties in accordance with our privacy policy. We will investigate the privacy and security of any third-party organisations before we share personal data with them.

We'll only use personal data on relevant lawful grounds as permitted by the EU General Data Protection Regulation (from 25 May 2018)/UK Data Protection Act 2018 and Privacy and Electronic Communication Regulations 2003.

11.1 What personal data do we collect?

Personal data is any information which identifies an individual, or which can be identified as relating to an individual. We only collect the personal data that we need for the volunteering programme that we run and that individuals have decided to participate in.

Some examples of the types of personal data we may collect include: full name, postal address, email address, telephone number, date of birth, age or gender, demographic information, photographs, emergency contact details, CCTV images, IP address.

We will also collect some special categories of data that we will need to enable us to ensure that any special requirements are met: relevant medical conditions.

We may collect other special categories of data with consent: ethnicity.

11.2 How do we collect personal data?

We will receive personal data when individuals access the Volunteer Hub, from telephone calls, through email, from enquiry forms or face-to-face conversations. We may also take photographs of individuals while they are volunteering.

11.2.1 The Volunteer Hub

The Volunteer Hub is our online data management system for volunteers. When a volunteer registers their information is collected and stored securely on the Team Kinetic Volunteer Hub. This system is fully GDPR compliant and access controlled, only members of the Volunteer Team, Volunteer Co-ordinators and system support staff at Team Kinetic will have access to it. Team Kinetic general terms and conditions and data policy can be viewed on the [Team Kinetic Terms and Conditions](#).

11.2.2 Personal data collected as a result of involvement with us

A volunteer's involvement with us will result in personal data being collected and processed. We need to use personal data to manage volunteering, from the moment we receive an enquiry to the time an individual decides to stop volunteering with us. We may collect extra information (e.g. references, criminal records checks, etc.).

11.2.3 Information we generate

We collect anonymous data to monitor website usage through the use of cookies when individuals are visiting <http://www.royalparks.org.uk>. Website usage data includes number of visitors, what pages are viewed and the duration of visits to the website. We may sometimes

share this information with third parties to support us with analysing website usage and improving the overall user experience.

See 'Cookies' in the website [Volunteer Policy](#) for further information on website analytics.

11.3 How we use personal data

Personal data provided to us will be used for the purpose or purposes outlined in our privacy notice in a transparent manner at the time of collection or registration where appropriate, in accordance with any preferences expressed by an individual.

We will use personal data to manage volunteering. This could include: contacting an individual about an opportunity they've applied for or we think they might be interested in, expense claims they've made, shifts they've booked and to recognise their contribution.

It could also include information about things happening where they volunteer and about their volunteering, including asking for their opinions on their volunteering experience.

If we have collected special category data such as medical information we will only use this to ensure requirements are met while an individual volunteers with us. If we have collected other special category data such as ethnicity we will only use this for our equal opportunities monitoring.

We may also share this data anonymously with funders to help them monitor how their funding is making a difference.

The Royal Parks often takes photos of our volunteers for marketing purposes and project reporting. These images may appear in our printed publications, on our website or on social media. Volunteers are asked for their consent to be included in these photos and imagery when they sign up to the Volunteer Hub. Consent can be withdrawn at any time after it is given.

11.4 Our lawful basis for processing

We process personal data with consent for a number of purposes. We may on occasion process personal data where we consider it is in our legitimate interests to do so: our legitimate interests are running our volunteering programme. We only ever ask for the minimum amount of information necessary to achieve these purposes.

We may collect extra information about individuals (e.g. references, criminal records checks, etc.). This information will be retained for legal or contractual reasons, to protect both us and volunteers (including in the event of an insurance or legal claim) and for safeguarding purposes.

Special categories of data will only be processed when we have a lawful basis to do so. Any personal data for equal opportunities monitoring will only be processed with explicit consent.

We may retain personal data for up to three years after an individual last volunteered with us. If notified that an individual no longer wishes to remain on our volunteer database we will delete their personal data within one month (in certain circumstances we may not be able to do so).

11.5 Disclosure of personal data to third parties

To carry out our contractual and legal responsibilities, we may need to share a data subject's personal data with one or more third party. We may use third parties as our processors to help us in our legitimate business needs.

We will only pass personal data to other third parties, such as social media companies and journalists, with permission from the data subject.

If asked by regulatory or government authorities investigating suspected illegal activities, we may need to provide personal data. We will only do so if there is a lawful basis.

11.6 Rights as a data subject

As a data subject whose personal information we hold, volunteers have certain rights. If they wish to exercise any of these rights, they can contact dataprotection@royalparks.org.uk. A full description of these rights is provided to volunteers as part of the Volunteer Handbook and on our website.

11.7 Links to third party websites

This Privacy Policy applies solely to the personal data collected by The Royal Parks and does not apply to third party websites.

Users should be aware that if they access other websites, using the links provided, these are outside our control. If they provide personal data to other companies, the privacy policies of those companies determine the uses to which that information is put and this Privacy Policy will no longer apply. The Royal Parks is not responsible for the privacy policies of third-party websites and advises users to read the privacy policies of other websites before registering any personal data.

When personal data is stored on The Royal Parks' systems we take every care to ensure the security of personal data. Our information systems are adequately and appropriately protected, by the implementation and maintenance of security controls, against threats to the systems. The implemented security controls are appropriate to the measures of risks and the value of assets, and implemented, used and where relevant tested, correctly, through information security compliance (audit) reviews, to ensure that the required level of security is maintained.

Unless we specifically state otherwise, in all other areas personal data is processed by The Royal Parks in the European Economic Area (EEA)

11.8 Notification of changes

We may update this policy at any time without notice. Any changes to this policy will be notified by an announcement on The Royal Parks website.

11.9 Data Handling Complaints

Should a volunteer feel unsatisfied with our handling of their data, or about any complaint that they have made to us about our handling of their data, they are entitled to escalate their complaint to a supervisory authority within the European Union. For the United Kingdom, this is the Information Commissioner's Office (ICO). Its contact information can be found at <https://ico.org.uk/global/contact-us/>.

A full copy of this policy will be available to volunteers when they register via the Volunteer Hub and is also available online through [The Royal Parks website](#).