

## Privacy statement for volunteer applicants

This privacy notice tells you what Children's Hearings Scotland (CHS) does with the personal data that you provide, how long we hold your personal data for, and what you can do if you are unhappy with any of the ways in which your data is used. This notice is for the information of people who have applied or expressed an interest in joining the CHS community as Panel Members or as part of an Area Support Team (AST). If you are applying for a paid role, please see the privacy statement for job applicants accessible [here](#). If you have been recommended for pre-service training following your application or have been successfully appointed to a volunteering role, please see the privacy statement for volunteers available [here](#).

This privacy statement covers the personal data CHS gathers about you during the period from when you either submit an expression of interest or apply to a volunteering role, until you are either accepted into the pre-service training programme or unsuccessful in your application.

## Some Key Phrases

**Personal Data:** this is any piece of data that either by itself or when taken with another piece of data makes you identifiable. It can be in any format.

**Data Controller:** this is the organisation or authority that takes ultimate responsibility for the data you provide. They can ask other parties to help process it, but they are responsible for ensuring that it is securely and properly managed.

**Data Processor:** this is any third party or agency that is brought in to process data on behalf of the Data Controller.

**Data Subject:** this is you, the person that the data is about.

## 1. Who is the Data Controller?

Children's Hearings Scotland (CHS) is the Data Controller for the information we hold about you. This means that once you have provided us with the information listed in the next section, CHS is ultimately responsible for ensuring its security, who sees it, where it goes, and when and how it is destroyed. Where you see "we," or "us," it refers to CHS as the Data Controller.

## 2. What information do we collect from you?

This section outlines the different types of information that we will ask you to provide. We gather this data for a range of purposes, and when you are asked to provide it, it will be made clear whether the request is optional or a requirement. Your personal data can be held in any format, digital or paper, and may be held in an internal or external system or in unstructured documents.

CHS will ask you to provide the following types of personal data:

- Your first name and last name
- Email address
- Contact information (phone number, postal address, etc.)
- Gender
- Date of birth
- Caring responsibilities
- Lived experience of the children's hearings system
- Eligibility to work in the UK
- Occupation details
- Registration number with professional bodies
- PVG number, if you already have a PVG from another organisation
- Name and contact information for two references.

We also ask you to provide detail of any potential conflicts of interest, which may bring up further personal information.

### **Special Categories of personal data**

CHS sometimes gathers more sensitive data about volunteer applicants. These types of information are called Special Categories of data, and include the following types:

- Race and ethnic origin
- Religious and philosophical beliefs
- Sexual orientation
- Physical health
- Mental health
- Trade Union membership
- Political opinions
- Biometric data (finger prints, for example)

We gather some of this information to help us create panels that are diverse and representative of a range of backgrounds and experiences. It will always be optional to provide this information. When we are provided with this information we ensure that additional safeguards are put in place to protect your information, and to prevent unlawful discrimination. Under data protection law you have particular rights concerning the processing of your personal data. You can find out more in our *Your Rights* document, available [here](#).

Where information is provided in a digital format, this is done via Jotforms, and is moved across to CHS' Digital System, 'CSAS', or is submitted straight into CSAS. Where information is provided in a paper format, it will be digitised (scanned), and moved into CSAS. Information can also be created through use of email and Microsoft Teams, which is managed by CHS. We do not hold paper documentation for long periods of time and once they have been digitised, they are destroyed in an appropriate manner. Where information is held by anyone other than CHS, such as partners or IT

providers, we have contracts in place to ensure that they store all information in a secure manner that meets our very high standards.

### 3. Why do we collect this data, and what do we do with it?

CHS has to have a legal basis for processing your information, and as a Public Authority, CHS is required by law to maintain certain data and report on other types. Most of your personal data is processed for administrative and management purposes, to meet our obligation to you in processing your application. If you are unsuccessful in your application or decide not to submit your application form, we may contact you to request feedback on the application process. It will always be optional to provide this feedback.

If you complete an Expression of Interest form, you will be added to our mailing list, so we can inform you about the work of CHS. For this purpose, your personal data is processed as part of our public task. You can unsubscribe from our mailing list at any time.

We collect special category data in order to comply with the legal requirements of the Equality Act 2010. Wherever we process special category personal data (see section 2) it will be with your explicit consent.

### 4. Who do we share this information with?

In order to meet our obligations to you we will, from time to time, share your information with selected partners. We will only share your data when there is a legal requirement to do so, and all partners and processing agencies are carefully vetted to ensure that they are compliant with the UK General Data Protection Regulation (UK GDPR) as well. Where possible, we sign *Data Processing Contracts* with them that carefully spell out what data will be shared, for what purpose and for how long. These agreements ensure that our partners process your data securely, and only for the purposes that we have requested.

**We share your information with IT and Communications service providers. This is so we can make the application form available to you, process your application, and contact you in relation to your application.**

CHS uses Microsoft Office 365 to communicate with applicants. CHS uses Jotforms to provide our secure online application form service. Microsoft and Jotforms comply with the UK Extension to the EU-U.S. [Data Privacy Framework](#), a certification programme that ensures that participants based in the United States (and all of their subsidiary and partner businesses) are following UK and EU regulations when it comes to the security of personal data. Leidos Innovations and Brightwire Technology Services provide IT system support to CHS. We need to share your data with them in order to provide you with access to all the necessary resources to participate in the recruitment process.

**We share your information with National and Local Government agencies and partners. This is to ensure security measures are in place, to provide the application form and storage, and to support the recruitment process.**

We will give your information to Disclosure Scotland, to allow them to check that you are allowed to work with children, young people, and vulnerable groups. Your data will be shared with the Scottish Children's Reporter Administration (SCRA) who provide CHS's IT system. This is to allow CHS to process your application and provides data storage. Some of your data is also shared with Clerks and their team in the local authority area in which you are applying for a role, in order to support the recruitment process.

We may share a limited amount of information, comprising your name, hometown and personal statement with lived experience recruiters who are participating in the recruitment process and have been through training for this role. This is to allow them to participate in interview panels. All information shared in this way will be destroyed upon completion of the recruitment process.

**If you submit an expression of interest, in addition to sharing your information with local authorities (for example the Clerk to the AST and their team), we share your information with postal services and recruitment campaign service providers in order to inform you about the next recruitment campaign.**

We share your information with postal services to enable third parties to send you information about the recruitment campaign. CHS shares your information with its recruitment campaign service providers to enable third parties to provide recruitment campaign services for CHS.

## **5. How long do we keep hold of your information?**

We only keep information for as long as it is needed. For the majority of your data, this means that we destroy it after a specific period of time.

CHS operates a *Records Retention Schedule* that shows exactly how long we can keep different types of information. This document also explains how we destroy different types of information, and the reason for processing the information in this way. To read this, please [click here](#).

We hold on to the personal data of unsuccessful applicants for six months after the recruitment campaign ends. After that, it is securely destroyed. In exceptional circumstances, we may hold your data for a longer period of time. For example, if you have been involved in a complaint, we may need to keep some of your information for a longer period of time.

If your application is successful, most of your data will be retained for six years after you have left CHS. There are some pieces of information that we must keep permanently, for either business continuity or historical value. Where we do keep personal data longer than six years, we will always make sure that your rights as the Data Subject are maintained.

If you submit an Expression of Interest during or leading up to a recruitment campaign, your personal data is held for 6 months after the campaign ends if the area you're interested in is recruiting. After that, it is securely destroyed. Your personal data is held for 18 months if you have requested that your details are retained for the next campaign or if the area you're interested in is not recruiting in the current campaign.

## 6. Further Information and Complaints

### Data Protection Officer

If you would like further information on how we handle personal data, to ask a question, share a concern about how your data is handled, or make a data protection complaint, you can contact our Data Protection Officer.

Danielle Metcalfe  
[information@chs.gov.scot](mailto:information@chs.gov.scot)  
T: 0131 460 9569  
3<sup>rd</sup> Floor  
Thistle House  
91 Haymarket Terrace  
Edinburgh  
EH12 5HE

### Information Commissioner's Office (ICO)

If you feel that CHS has mishandled your information to an extent that cannot be adequately investigated or resolved 'in house' you can always contact the Information Commissioner directly.

To report the organisation, or register a concern about how your data has been managed, you can use the ICO's web forms: <https://ico.org.uk/make-a-complaint/>

For advice on data protection and your rights, you can send all queries to:

Information Access Team  
Information Commissioner's Office  
Wycliffe House Water  
Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Or call them on: 0303 123 1113