



## Data Protection and Volunteer Groups

The Information Commissioners Office (ICO), who are responsible for upholding information rights, have released guidance for groups mounting Covid-19 response operations within their communities. The guidance is aimed at newly established community groups and the long-running, experienced volunteer groups who may have rapidly made changes to the way they work in order to respond to the Coronavirus crisis and may be using data in a different way.

The guidance can be found [here](#).

The ICO has confirmed that when using personal data which includes names, addresses and telephone numbers, it's important to:

- Tell people why you are collecting their information and what you will do with it
- Only collect information that you need
- Store information securely; on password protected devices or if you have paper copies, keep them locked away
- Delete information that you no longer need

It has been stressed that data protection does not have to be so restrictive that it stops you from carrying out activities to help people in your communities but being careful about how you are collecting, storing and sharing the personal information is essential.

It's also important to remember that you won't just be holding information about the people in the community you are supporting and you will need to follow the same approach with the personal information you have about anyone who has signed up to volunteer with you.

**Our friendly staff at Durham Community Action are currently remotely working from home but we are still here to provide information, advice and guidance so don't hesitate to get in touch if you have any questions.**

**Email: [info@durhamcommunityaction.org.uk](mailto:info@durhamcommunityaction.org.uk)**

**Website: [www.durhamcommunityaction.org.uk](http://www.durhamcommunityaction.org.uk)**

