

# Using and Storing Volunteers Personal Data

When anyone agrees to open a garden on behalf of the NGS or they become part of our team of County Volunteers we need to capture some data from them in order to promote their gardens via the Yellow Book, County Booklets, Website, Posters etc and to enable head office staff and county team members to communicate and carry out their jobs efficiently.

The NGS as an organisation will be seeking to make it even clearer to our volunteers how their data is stored and used and will also be seeking to gain clear consent for any other data processing activities we may need to do to further the aims of the NGS.

## **In the interim here are some basic guidelines for volunteer's data**

- At Garden Registration time, Garden Owners and County Teams enter the details of their gardens including some personal data onto Online Garden Registration. Data that is needed for the promotion of gardens is stored on Online Garden Registration (OLGR), on our CRM database and on our website.
- Then data that has been approved for the purpose is produced in print in the Garden Visitor's Handbook and the County Booklets.
- Personal data that we need for internal communications purposes is stored on OLGR and our CRM Database.
- County Team members may request lists of the personal data for the rest of their county team and their garden owners to perform their role efficiently. Head office will provide this in the form of a spreadsheet or printed labels.
- Once in receipt of this personal information please ensure it is stored securely, on devices/computers that are password protected and even consider password protecting the specific document.
- If you print off this information ensure it is stored securely when not in use (i.e. in a locked drawer) and it is not left lying around.
- Make sure that information you store is kept up to date and accurate e.g. remove garden owners that no longer open.

## **Things we need to check before doing anything with personal data**

- Please do not share any information that Garden Owners or County Team members haven't consented to being made publically available. If in doubt check with Head Office.
- We cannot give out one County Team members personal data to another region's County Team without seeking their permission first.
- If we or you are approached by the media to feature a garden we must contact either the County Organiser for the garden or the garden owner themselves to seek permission to use their details or images.

*If at any point you feel the personal data you store has been breached please refer to the guide "What to do if you suffer a Data Breach" or contact [joanne@ngs.org.uk](mailto:joanne@ngs.org.uk) or 01483 213905*