



VOLUNTEER GROUP GUIDELINES & DATA PROTECTION STATEMENT

The following are the principles, rules and guidelines for our volunteering group. You are required to confirm your agreement when registering as a member of **timetoshare**.

GENERAL PRINCIPLES

We work based on an informal volunteer matching service; it is up to both parties (those asking for help and those offering help) to ensure they are comfortable with the arrangements for each task.

To register a REQUEST (for help) all members are asked to complete a REQUEST FORM. The form is readily available on the **timetoshare** page within the Hale Community Centre website. Alternatively, you can email us, and we will send you a form. The form is very straightforward and can easily be completed on-line in just a few minutes. It ensures that we have full details of the task and type of help you need, therefore it helps us to match your needs against our list of member interests/skills. Please allow plenty of time for us to conduct the whole search process. However, if your need is more urgent then please make it clear from the outset and we will do our best to speed things along.

Please bear in mind that **timetoshare** is aimed at providing members with a friendly, neighbourly level of help for simple tasks, normally on a one-off basis. We are not able to offer professional services and members do not wish to commit to long term regular help.

If either party would like an additional person to be present, for example where a vulnerable person is involved or added security would be appropriate, then please notify **timetoshare** as soon as possible and we will ask one of our administrators or another suitable person to be in attendance for the task.

OPERATING RULES / GUIDELINES

1. Only undertake tasks that you are confident are within your capability. If a

task becomes more complex than anticipated, we advise you to suspend it if possible and contact **timetoshare** for advice. We will attempt to resolve the issue including potentially finding another volunteer to either join you or take over the task.

2. Never undertake a task that may have special regulations or legal issues (gas, complex electrics, insurance implications etc)
3. We only promote unpaid volunteering opportunities; therefore no payments, tips or gifts should be involved for work undertaken. If you are asked and agree to make purchases specifically for a task (e.g. DIY materials or shopping) please provide a receipt to the person making the request so that you can be reimbursed correctly.
4. Any driving tasks or lifts offered can be reimbursed for fuel costs at cost price. If reimbursement is expected and appropriate, please agree this in advance. If you have concerns about car insurance aspects of the task, we recommend that you consult your insurers.
5. All parties are asked to respect the privacy and confidentiality of others.
6. All parties are asked not to pass contact details on to any third party, unless express permission is obtained in advance, preferably in writing by email.

DATA PROTECTION STATEMENT

How we use and store your personal details:

As part of the joining process for **timetoshare**, everyone is asked to complete a simple form (Registration Form) providing us with your basic contact details. At the same time (or later) you can, if you wish, also let us know your areas of interest/skills for future volunteer matching. We need this information so that we can contact you from time to time with details of volunteering opportunities, give notice of social events or to give you important updates or news. We do this because it is in the legitimate interest of our volunteering group. Your details are stored securely by our administrators. If you request help from the group members, you will be asked to complete a form (Request Form) and you can specify each time you complete one of these forms whether you wish to publish to group members your email address or phone number (or both) or if you wish our administrators to filter responses from members until a match is achieved.

If, at any time, you no longer wish to be a member of **timetoshare**, you can simply email us on timetoshare@halecommunitycentre.org.uk and we will delete you from our member email list. If you have any concerns or questions regarding the above arrangements, then please contact us on the same email address and we will deal with your enquiry.