



Data Protection training

Who needs to complete this training?

Volunteers who have been identified as processing personal data are required to complete Data Protection and Information Security training, when they start their role and then every other year. This includes those in the following volunteering roles:

- Admin Support
- Area Volunteer Speaker Coordinator
- Community Hub Coordinator
- Deputy Community Hub Coordinator
- Deputy Fundraising Group Coordinator
- Driver Co-ordinator
- Fosterer Co-ordinator
- Fundraising Assistant
- Fundraising Group Chair
- Fundraising Group Co-ordinator
- Fundraising Group Deputy Treasurer
- Fundraising Group Secretary
- Fundraising Group Treasurer
- Fundraising Network Coordinator
- Guide Dogs Appeal Fundraising Ambassador
- Legacy Engagement Assistant
- Media Champion
- Meet GD Event Co-ordinator
- Puppy Raising Mentor
- Reception Support
- Speaker Co-ordinator

And any volunteers who have a Guide Dogs login (access to Guide Dogs email or systems), Givestar Team leader access.

Why do I need to do data protection training?

Some volunteer roles require you to handle the personal details of service users, members of the public or other volunteers. It is not simply about the amount of personal information, but what information you have access to and what you are required to do with

it. Doing regular training helps protect the data of the people we support and the people who support us.

How can I complete this training?

Complete the training via one of the following options:

- Online learning and answering follow up questions.
- Training workbook in your preferred format and answering follow up questions.

We are here to support you to complete the training and remain compliant. If you need any support, please contact your Volunteer Manager or email LMSVolunteerAdministrators@guidedogs.org.uk. We can also offer the training in your preferred format.

Why do I have to redo the training every two years?

We recently reviewed our approach to volunteer Data Protection training and now ask that you now complete it every two years. Guide Dogs wants to ensure that the personal information we hold about volunteers, service users, supporters, and staff is protected and that volunteers feel supported and confident in how to handle and process data appropriately, through regular training top ups.

What happens if I don't complete the training?

If you choose not to complete the training, then unfortunately you will not be able to start volunteering. If you already volunteer, you'll no longer be able to do so in a role which has this requirement and/or retain access to Guide Dogs systems. Once the deadline has passed, your role or access will be paused until you complete the training. We really value the time you give to Guide Dogs and hope that with our support you will feel able to complete the required training, for the role you are undertaking.

Can the deadline be extended?

We're here to support you with completing the training on time. If there is any reason that may cause you not to complete the training by the deadline, please contact your volunteer manager at the earliest opportunity, to discuss the options and impact this may have on your role.

End of document