



DATA PROTECTION POLICY AND PROCEDURE

Policy Statement

Crosspoint (Westbury) is a local charity which seeks to promote the wellbeing of local residents by contributing to the relief of those in need, irrespective of age, gender, marital status, race, ethnic origin, religion, sexual orientation, and physical or mental capability.

The organisation holds information relating to its volunteers and clients for operational purposes and to fulfil any necessary statutory obligations. This policy and procedure clarifies how Crosspoint deals with data so that it complies with the legal requirements contained in the GDPR.

The overall responsibility for Data Protection with Crosspoint rests with the Chair of the Board of Trustees.

Principles of the General Data Protection Regulations and Data Protection Act (2018)

When handling and processing personal information, volunteers must comply with the Data Protection Principles set out in the General Data Protection Regulations, which came into force in May 2018 and the Data Protection Act (2018). These principles are that data are:

- used fairly, lawfully and transparently
- used for specified, explicit purposes
- used in a way that is adequate, relevant and limited to only what is necessary
- accurate and, where necessary, kept up to date
- kept for no longer than is necessary
- handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage.

Types of data

Personal data

Personal data is defined as data relating to a living individual who can be identified from that information, or from data and other information in Crosspoint's possession. These include expressions of opinion about an individual and of the intentions of Crosspoint in respect of that individual. The individual may be a past, present or potential volunteer, client, supplier, contractor, referee, friend or family member.

Processing and holding personal data is only allowed if one of the following conditions exists:

- With consent;
- To perform a contract with the individual;
- Under a legal obligation;

- To protect the vital interests of the individual;
- To carry out public functions;
- To pursue the legitimate interests of Crosspoint unless prejudicial to the interests of the individual.

Sensitive data

The processing of sensitive personal data is subject to much stricter conditions. Sensitive data includes information relating to:

- race
- ethnic background
- political opinions
- religious beliefs
- trade union membership
- genetics
- biometrics (where used for identification)
- health
- sex life or orientation

There are separate safeguards for personal data relating to criminal convictions and offences.

In Crosspoint, the majority of data collected and stored relates to one of these categories:

- Personal details about volunteers from the initial application form (if on paper, scanned and stored digitally)
- Names and addresses of referees and the references they provide (scanned and stored digitally)
- DBS documents for supervisors (paper)
- Information about clients sufficient to enable Crosspoint volunteers to assist the client in meeting their own aims and objectives (digital)
- Contact details for regular supporters in order to keep in contact regularly with them (digital)
- Names and addresses of donors who have signed a Gift Aid declaration (paper).

Processing data

Where Crosspoint (Westbury) handles and processes data, it will adhere to the following principles:

- Explicit consent to hold data will be sought from individuals;
- If consent cannot be given or withheld, data will only be collected and processed if it is in the vital interests of the individual.

The rights of clients and volunteers

Under the Data Protection Act 2018, clients and volunteers of Crosspoint (Westbury) have the right to find out what information is stored about them. This includes the right to:

- be informed about how their data is being used
- access their personal data
- have incorrect data updated
- have data erased
- stop or restrict the processing of their data
- data portability (allowing them to get and reuse your data for different services)
- object to how their data is processed in certain circumstances

Procedure

Crosspoint will hold the minimum personal data necessary to perform its function and the data will be erased once the need to hold it has passed, or a maximum of seven years (whichever is the shorter).

Every effort will be made to ensure that data is accurate and up-to-date; volunteers have a responsibility for ensuring that all personal information held by Crosspoint about them is accurate and updated.

Where information is disposed of, volunteers must ensure that it is destroyed, either by shredding, or permanently removing information from hard drives and email boxes. Trustees will regularly check the computers to ensure no client information (eg. a CV) has been stored on the hard drive.

Clients will be encouraged to store personal data on their own cloud accounts. If they do not have one, they can be given a USB stick to keep on which to store personal documents that they may need to access again in the future.

Paper documents will be kept securely in a locked filing cabinet. Electronic records are saved on DropBox, with personal information stored in a DropBox folder only accessible by the Trustees.

Other than for the purpose of “normal” Crosspoint business, or as a result of a statutory or legal obligation, personal data will not be disclosed to a third party. The privacy statement will be brought to the attention of any volunteers or clients who disclose personal information.

Emails between volunteers should not include person information relating to either volunteers or clients. If this is unavoidable, emails should be password-protected.

In the event that, in the course of their duties, a volunteer needs to take records off site, s/he will ensure that the information is held securely at all times.

Any volunteer who considers that the Data Protection Policy has not been followed in respect of their own personal data, will have recourse to the Grievance Policy. Any member of the public who considers this to be the case will have recourse to the Complaints Procedure.

Requests for information

Any client, volunteer or organisation can request a copy of the information that is held about them under the current legislation.

Requests should be made in writing to the Chair of the Board of Trustees. Crosspoint will give a copy of the data requested as soon as possible, and within 1 month at most unless the data is particularly complex or there are multiple requests. In these cases, Crosspoint can take a further 2 months to provide data and the requester will be informed that there will be a delay and the reason why, within one month of the original request.

Crosspoint may withhold information if the information relates to the prevention, detection or investigation of a crime and/or charge an administrative cost if a large amount of information is requested or if the request will take a lot of time and effort to process.