



PRIVACY & DATA PROTECTION POLICY

Mayfield & Five Ashes Community Services (MAYFACS)

1. Overview

- 1.1 Mayfield & Five Ashes Community Services (MAYFACS) keeps certain information about its service users, staff, trustees, volunteers and financial supporters in order to run effectively and efficiently for the benefit of those we serve.
- 1.2 To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. The following policy sets out how this will be achieved.

2. Definitions

- 2.1 Personal data is information about identifiable, living individuals held on computer or in manual filing systems.
- 2.2 The Data Controller is the MAYFACS Manager and the MAYFACS trustees are ultimately responsible for the policy's implementation.
- 2.3 The Data Protection Officer is a nominated member of MAYFACS trustees responsible for reviewing and enforcing the Data Protection Policy.

3. The Policy

- 3.1 In keeping information about its members/service users, staff, trustees and volunteers of all ages, MAYFACS will follow the six Data Protection Principles set out in the General Data Protection Regulation (GDPR) effective from 25 May 2018, which are summarised below:
 - 3.1.1 Process data fairly and lawfully and transparently
 - 3.1.2 Purpose limitation: Collect data only for a specified, explicit and legitimate purpose
 - 3.1.3 Data minimisation: Collect and store data only to the extent which is adequate, relevant and not excessive.
 - 3.1.4 Accuracy: Ensure data is accurate and up to date
 - 3.1.5 Storage: Not keep the data for longer than is necessary.
 - 3.1.6 Integrity, confidentiality and security: Technical and organizational measures against unauthorized or unlawful processing, and against accidental loss, destruction, or damage
- 3.2 MAYFACS staff, trustees and volunteers who process or use any personal information in the course of their duties will ensure that these principles and the following procedures are followed at all times. Guidance notes to aid with adherence to the six principles above have been included in **Appendix 1**.
- 3.3 When MAYFACS has cause to obtain personal data (such as names, addresses, phone numbers, email addresses) from employees, volunteers, "friends", donors and service users, this data will be obtained, stored and processed solely to assist staff, trustees and volunteers in the efficient running of the services supplied by MAYFACS.
- 3.4 When personal data is requested from a new volunteer or service user they will be given an explanation of how their personal data will be used. Either written consent will be required to collect and store this data or in the case of the helpline, consent is given by the caller leaving their name and contact details, as the MAYFACS recorded message indicates. When relying on consent from minors, we make sure that the child understands what they are consenting to, and we do not exploit any imbalance in power in the relationship between us.



- 3.5 When a referral is made via a third party, contact will be made with the potential service user or volunteer to obtain written permission to store and process their personal data.
- 3.6 MAYFACS will collect telephone numbers of close relatives or friends of our service users to be used as emergency contacts or to give details of our activities if our service user is unable to make their own decisions (eg. in the case of dementia sufferers).
- 3.7 A service user's or volunteer's personal data will not be passed on to anyone outside MAYFACS without explicit consent from them unless there is a legal duty of disclosure under other legislation, in which case MAYFACS trustees will be consulted.
- 3.8 Only MAYFACS staff, volunteers and professional advisors will normally have access to volunteers' or service users' personal data. Only staff or volunteers, who have a current enhanced DBS check appropriate to work with children, will be allowed access to any personal data of a minor.
Only MAYFACS trustees, manager and professional advisors will have access to employees personal data. All staff, trustees, volunteers and professional advisors will be made aware of MAYFACS' Data Protection policy and their obligation not to disclose personal data to anyone who is not authorised to have it. Professional advisors, for the purposes of the points above are: MAYFACS book keeper, accounts examiner, lawyers, volunteer agencies)
- 3.9 The bank details obtained for the "Friends of MAYFACS" or donors, who wish to make regular donations via their personal bank accounts, will be used solely for that purpose, stored in a secure, locked cabinet or on a password protected computer file. These details will only be accessed by the MAYFACS treasurer and manager.
- 3.10 Volunteers and service users will be supplied with a copy of any of their personal data held by MAYFACS if a request is made.
- 4. Accuracy and Longevity**
- 4.1 MAYFACS staff, trustees and volunteers will take reasonable steps to keep personal data up to date and accurate and make corrections in a timely fashion. Personal data will be stored for as long as the volunteer volunteers with us, or the service user uses our services. Where a volunteer/service user ceases to use our services and it is not deemed appropriate to keep their records, their records will be destroyed.
- 4.2 If a request is received from an individual to destroy their records, MAYFACS will remove their details from its database and request that all staff holding paper or electronic details of that individual destroys them. This work will be carried out by the Data Protection Officer. It is the responsibility of all MAYFACS staff/volunteers to inform the Data Protection Officer if such a request is received. This procedure also applies if MAYFACS is informed that an organisation ceases to exist.
- 5. Storage**
- 5.1 Personal data are kept in paper-based systems and on a password-protected computer system. Every effort will be made to ensure that paper-based data are stored in organised and secure systems.
- 6. Personal Data Relating to Staff, Volunteers and Trustees**
- 6.1 MAYFACS obtains personal data (names, addresses, phone numbers, email addresses), application forms, references and in some cases other documents from staff, volunteers, job applicants and trustees. This data is stored and processed for the following purposes:

- assessing the suitability of an applicant for a specified role;



Mayfield & Five Ashes Community Services

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- to keep track of availability and other necessary details with respect to volunteering opportunities

- 6.2 The contact details of MAYFACS staff, volunteers and trustees will only be made available to other staff, volunteers and trustees. Any other information supplied on application will be kept in a secure filing system (in a locked filing cabinet or in a password protected computer file) and will not be accessed during the day-to-day running of MAYFACS.
- 6.3 Contact details of staff, volunteers and trustees will not be passed on to anyone outside MAYFACS without their written consent.
- 6.4 Employees/volunteers/trustees/donors will be supplied with a copy of any of their personal data held by MAYFACS if a request is made.
- 6.5 MAYFACS will take reasonable steps to keep personal data up to date and accurate and make corrections in a timely fashion. Personal data will be stored for as long as the staff/volunteers/trustees are involved with MAYFACS and possibly longer where deemed appropriate. Where a member of staff/volunteer/trustee ceases to be involved with MAYFACS and it is not deemed appropriate to keep their records, their records will be destroyed.
- 6.7 In relation to use of photographs, permission will be sought from any individual before photographs are taken of any service user, volunteer, employee or trustee. A record will be kept of permission refused or granted.

7. Related Documents

- 7.1 This Policy should be read alongside MAYFACS Disclosure and Barring Service (DBS) Checks Policy, Safeguarding Policy and Confidentiality Policy

8. Review of this policy

- 8.1 The MAYFACS Data Protection Policy will be reviewed every three years by the Data Protection Officer to ensure it remains progressive and reflective of the UK legislation.
- 8.2 Any recommended changes to the policy, appended policies, procedures and forms and will be submitted to the trustees for approval and thereafter communicated to staff and volunteers.

POLICY No.

06

DATE POLICY REVIEWED/REVISED: May 2021 DATE FOR NEXT REVIEW: May 2024

TRUSTEE SIGNATURE: Signed on hard copy

TRUSTEE NAME (Print): L.Firrell (Chair)



APPENDIX 1

This outlines the practical ways we are adhering to the six principles of GDPR (effective from 25 May 2018).

1. **Process data fairly and lawfully and transparently**

- 1.1 We will let all new and existing volunteers, clients, employees, “friends”, donors and trustees know what data we hold about them and why it is being held and collect their written permission to hold this data for the reasons outlined in the policy.
- 1.2 The privacy statement used for the above is in Appendix 2

2. **Collect data only for a specified, explicit and legitimate purpose**

The purposes for collecting personal data are:

- to inform clients about our varied activities and to enable them to attend the activities.
- to inform supporters of our activities and how their money is being used.
- to have emergency contact numbers if necessary

3. **Purpose limitation**

We will only collect data for the reasons given above and will not use those details for activities that fall outside those of MAYFACS.

4. **Collect and store data only to the extent which is adequate, relevant and not excessive.**

- 4.1 The information we collect are names, addresses, telephone numbers and email addresses.
- 4.2 The addresses and telephone numbers will be passed to our volunteer drivers if people request transport to our activities or to volunteer shoppers/prescription collectors.

5. **Ensure data is accurate and up to date**

- 5.1 We will review the data held annually.
- 5.2 We will delete data from our computer records or burn or shred any paper copies of data held on:
 - anyone who, for whatever reason, informs us that they do not wish to be informed of, or take part in our activities.
 - anyone who has moved away from the area
 - anyone who has died

6. **Not keep the data for longer than is necessary**

We will adhere to number 5 above and in addition if MAYFACS organises an event which is a “one off” event we will not keep the details of attendees unless they have given permission to do so. We will destroy the data according to 5.2.

7. **Technical and organizational measures against unauthorized or unlawful processing, and against accidental loss, destruction, or damage**

- 7.1 We will keep hand written copies of our clients, volunteers, trustees, employees & trustees data in a secure place.
- 7.2 Computer data records are held on password protected computers. The excel file that contains the contact details of all our clients and volunteers is also password protected and is only accessible by MAYFACS employees. The MAYFACS files are stored on a password protected Dropbox account only accessible by MAYFACS employees.
- 7.3 If our computer systems are compromised in any way, the data protection officer will be informed and all the people whose data has been compromised will be informed.



SAMPLE DOCUMENT
TO BE ADAPTED IF NECESSARY FOR SPECIFIC ACTIVITIES

APPENDIX 2 -PRIVACY STATEMENT WORDING

MAYFACS Privacy Statement

In accordance with the new General Data Protection Regulation (GDPR) which comes in to force on 25 May 2018, MAYFACS is required to seek permission to store any personal data held about you and to allow us to contact you in the future.

What data we hold

Personal data that MAYFACS holds are names, addresses, telephone numbers and email. We also use photographs which we use to promote MAYFACS activities both in print and on our website.

Why we hold personal data

We hold this information in order for MAYFACS to run effectively and efficiently. Occasionally we will ask for emergency contact numbers. We will seek your permission to obtain these.

How it is stored

The data stored on paper is kept in a secure place. Computer data records are held on password protected computers. The file that contains the contact details of all our clients and volunteers is also password protected and is only accessible by MAYFACS employees. The MAYFACS files are stored on a password protected cloud storage account only accessible by MAYFACS employees.

What we will NOT do with your data

Your data will not be passed onto any third party without your permission. Your data will not be used for any purpose other than for the effective running of MAYFACS or if it is required by emergency services.

Privacy Policy

The MAYFACS Privacy and Data Protection Policy can be accessed via our website, is available in the MAYFACS Office or a hard copy can be obtained from any MAYFACS employee. You can request to see the personal data we hold about you at any time. We will regularly review the data we hold and update it accordingly and also remove your data from our records if requested.

If you grant us permission to store your personal data and use it to contact you about our services, please can you tick, sign, date and tear off the slip below and return to the MAYFACS Office.

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I (name)..... give permission for MAYFACS to collect my name, address, telephone numbers and email address for the effective and efficient running of its services.

I give/I do not give permission for my photograph to be taken.

I have read the privacy statement above.

Signed:..... Print Name..... Date.....