

Data Protection Policy

Date this policy reviewed	November 2022
Next review	November 2025

Introduction and need for a policy

Volunteer Action needs to gather certain information about individuals.

These can include customers, suppliers, business contacts, employees, volunteers and other people the organisation has a relationship with or may need to contact.

This policy describes how this personal data will be collected, handled and stored to meet Volunteer Action's data protection standards and to comply with the law.

Volunteer Action is required to have information security policies in place to adhere to Safer Payments as required by WorldPay.

Volunteer Action has data retention rules relating to volunteer and staff personal data as required by our insurers.

This policy should be read in conjunction with our Acceptable Use of IT and Social Media policy

Why this policy exists

This data protection policy ensures Volunteer Action:

- Complies with data protection law and follows good practice
- Protects the rights of staff, volunteers, customers and partners
- Is open about how it stores and processes individuals' data
- Protects itself from the risk of a data breach

This policy applies to:

- The office of Volunteer Action
- All staff and volunteers of Volunteer Action

Information we collect and how we use it

This can include:

- Names of individuals
- Postal addresses
- Email addresses
- Telephone numbers
- Information relating to individuals including mobility and health issues
- Recruitment and payroll information
- Payment card details

Supported by

We may use it to:

- Process donations and claim gift aid
- Provide our services
- Administer volunteering
- Keep employment records
- Invite you to participate in surveys
- Take payments

How we collect information

We may collect information:

- By phone
- By filling in application/membership forms or gift aid agreements
- By referrals from other agencies

We will always confirm these details with you personally by phone and occasionally by a home visit

The legal basis for using personal data

- In some cases we may have your specific consent
- In general, we process personal information on the 'legitimate interests' basis. We would not be able to provide the services we offer without this information.

General staff and volunteer guidelines

- The only people to access data covered by this policy will be those who need it for their work.
- Access to different systems and databases is granted by the manager only as needed and will always be controlled by personal logins and passwords
- Access rights will be disabled as soon as someone leaves
- Data will not be stored informally – in particular NEVER write down payment card information. It must be input directly on the screen only.
- Staff and volunteers must NEVER share login details with anyone
- When access to confidential information is required (outside of the normal practice) staff and volunteers will refer to the Volunteer Action manager or Deputy Manager.
- Employees and volunteers must keep all data secure, by taking sensible precautions and following this policy.
- Personal data will not be disclosed to unauthorised people, either within Volunteer Action or externally.

A breach of the data protection regulations or failure to adhere to Volunteer Action's policies could have serious repercussions for Volunteer Action and for anyone found to be responsible. It may be treated as a serious disciplinary matter and may result in the termination of employment or of our volunteering agreement with you. Any such breach must be brought to the attention of the manager.

Data Storage

These rules describe how and where data will be safely stored.

- When data is stored on paper, it will be kept in a secure place where unauthorised people cannot see it. This also applies to data that is usually stored electronically but has been printed out for some reason.

- Data printouts will be shredded and disposed of securely when no longer required. This includes information sent to volunteers that is essential to their role.
- If data is stored on removable media (like a CD or DVD), these will be kept locked away securely when not being used.
- Data will only be stored on designated drives and servers.
- Data will be backed up frequently and the backups will be tested regularly.
- Data will never be saved directly on to mobile devices unless those devices stay within a secure office environment or the data is deleted as soon as the data is no longer required - a drive plan for example.
- All servers and computers containing data will be protected by approved security software and a firewall.
- Volunteer drivers are reminded on every occasion that they receive information regarding a drive that they must destroy the information after use.
- Personal data will never be shared informally. All volunteers and staff are required to sign a confidentiality agreement before commencing their role. Appendix 1
- Financial records will be kept for a period of 7 years
- Payment card details will NEVER be stored on VA systems
- We monitor compliance with the 12 requirements of PCI DSS annually
- Personal information relating to service users will be kept for a period not exceeding 36 months from the time the individual last uses the service.
- Personal information relating to service providers and staff will be kept as long as is required by our insurers relating to our safeguarding cover. This can result in information being kept for up to 15 years after an individual leaves.
- Exceptions to this will be:
 - where we believe there may be future contact regarding a complaint or accident etc.
 - HMRC requires gift aid declarations to be for 6 years

Data accuracy

- The law requires Volunteer Action to take reasonable steps to ensure data is kept accurate and up to date.
- It is the responsibility of all employees who work with data to take reasonable steps to ensure this, for instance, by confirming customers' details when they call and making corrections as soon as inaccuracies are discovered.
- Data will be kept in as few places as necessary. Staff will not create any unnecessary additional data sets.

An individual's rights

- To request access to a copy of the personal information we hold, together with why we use it, who we share it with and how long we keep it
- To object to the processing of personal information
- To withdraw consent at any time
- To ask for changes to improve accuracy and completeness
- To delete personal information where it is no longer needed or there is no longer a lawful basis for keeping it
- To ask for your personal information in an electronic format which can be easily transferred
- To restrict the personal information where we have been asked for it to be erased or there has been an objection
- To not be the subject of automated decision-making

The manager will aim to provide the relevant data within 14 days. Volunteer Action would not normally make a charge to process a request unless a significant resource was required.

The identity of anyone making a subject access request will always be verified before any information is given.

Disclosing data for other reasons

In certain circumstances, the Data Protection Act allows personal data to be disclosed to law enforcement agencies without the consent of the data subject. Under these circumstances, Volunteer Action will disclose requested data. However, the manager of Volunteer Action will ensure the request is legitimate, seeking assistance from the Board of Trustees and from Volunteer Action's legal advisors where necessary.

Data security breaches are covered in our separate operational Risk Assessment which is reviewed annually.

Appendix 1: Confidentiality Agreement

Confidentiality

- During the course of its day-to-day activities, Volunteer Action learns many personal details about its clients. Much of this information is disclosed by clients intentionally, to enable Volunteer Action to understand the client's needs and find ways of meeting them; some is gained coincidentally, for example when a representative from Volunteer Action visits a client's home. It is a fundamental rule of **Volunteer Action** that no information, however gained, about a client may be disclosed to a third party without the consent of the client. Exception to this policy is made where disclosure is required by law.
- Equally between trustees, staff and volunteers, information about a client should only be disclosed to the extent that is necessary to enable individuals concerned to carry out their responsibilities to the client:
- Volunteer's information is confidential. By prior agreement with the driver, their mobile telephone number can be given to a passenger. We do **not give out** home addresses or telephone numbers of any of our Drivers, Staff or Volunteers
- Any known or suspected breach of information security or confidentiality must be reported to the manager immediately
- All personal information in an employee or volunteer's possession as they leave must be returned.
- Signing this agreement confirms acceptance of and compliance with:
 1. The Acceptable Use of It and Social Media policy
 2. The Data Protection policy

Name in Capitals_____

Signature_____ Date_____