



Data Protection Policy

Redbourn Care Group (RCG) needs to keep certain information about its staff: trustees, volunteers and employees (whether direct or self-employed), its clients (those it helps) and its supporters (donors) in order to carry out its day-to-day activities. RCG acknowledges that personal information kept in this way may be sensitive and there are legal obligations to protect it from misuse, set out in the Data Protection Act 1998.

RCG is committed to ensuring that all personal data which its staff and volunteers process will be:

- Collected lawfully (for a specific lawful purpose) and not without the consent of the subject.
- Relevant and adequate for the purpose for which it has been collected, but not excessive.
- Used fairly, is accurate and kept up-to-date.
- Safeguarded when used by volunteers working remotely.
- Stored (but for no longer than is necessary) in password-protected computer files or lockable non-portable containers with access strictly controlled in order to limit access to those who are entitled to see it as part of their duties.
- Disposed of securely when no longer required.

Personal data will not be:

- Used without consent for any purpose not stated when the information was first collected (see also Appendix on Data Sharing).
- Disclosed, or allowed to be disclosed, to any other person or organisation unlawfully.

The term 'processes' includes obtaining, using, holding (whether on computer or on paper), amending, disclosing, destroying and deleting personal data.

The aim of this policy statement is:

- To ensure that everyone handling such personal data is fully aware of the requirements, and acts in accordance with data protection procedures, for which suitable training will be given.
- To ensure that clients may be assured that their information is properly safeguarded.

Access by subjects

RCG acknowledges that anyone whose personal information is processed has the right:

- To know what information is held about them.
- To know how they can gain access to that information.
- To be assured that we keep it up to date.
- To have information regarded as wrong to be corrected, rectified, blocked or erased.

- To prevent the RCG from processing any or all the information held about them.
- To have the opportunity to satisfy themselves that the RCG complies with data protection legislation.

Responsibilities

The Board of Trustees appoints a nominated data controller to be responsible for:

- Understanding and communicating obligations under the legislation.
- Identifying potential problem areas or risks.
- Producing clear and effective procedures.
- Managing notifications to the Information Commissioner's Office.

The Personal Data Guardianship Code suggests five key principles of good data governance:

- Accountability (those handling personal data must follow principles to help gain public trust and safeguard personal data).
- Visibility (those for whom personal data is held must be able to know what information is held about them and have the opportunity to correct any errors).
- Consent (data may be used only for the purpose for which it was collected and not shared with any other organisation without the subject's consent).
- Access (those for whom data is held have the right to know who within the organisation has access to and uses this data).
- Stewardship (all data must be handled securely at all stages of its retention and disposal when no longer required).

All trustees, volunteers and employees, whether direct or self-employed, are required to understand the requirements of the Trust's policy and act in accordance with the data protection principles that are laid down in legislation. The Board is accountable for compliance with this policy and any individual found to be in breach could be personally liable for any penalty arising from a breach.

This policy will be subject to review at intervals of two years.

Policy approved and adopted by all Trustees: September 2017

APPENDIX - Data Sharing

RCG is keen to support and work with local charities in order to support local residents wherever possible. This allows a better understanding of issues facing residents in Redbourn. Working collaboratively with other local organisations is an efficient way to achieve charitable purpose and includes a range of activities. RCG is keen to be involved in networking activities and to share information and policies.

However, RCG will not share details of volunteers or clients, and will fully comply with this Data Protection Policy, when seeking to secure funds for themselves or other charities. This includes targeting RCG volunteers (and clients) for sponsorship or donations for any charitable organisation including RCG. Absolutely no pressure will be brought on volunteers to make financial donations. RCG will also **not** share data with other charities and will comply at all time with this Policy.

RCG volunteers who donate their 'time' are greatly respected and hugely appreciated. No further donations are expected.

