

Woodford Halse Good Neighbours Scheme

Data Privacy Notice

**This policy was agreed by the Woodford Halse Good Neighbours Scheme Steering Group
on**

_____ (date)

Signed _____ (chair)

Date of Review _____

DATA PRIVACY NOTICE

Woodford Halse Good Neighbours Scheme

1. Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

2. Who are we?

The Woodford Halse Good Neighbours Scheme is the data controller. This means it decides how your personal data is processed and for what purposes.

3. How do we process your personal data?

The Woodford Halse Good Neighbours Scheme complies with its obligations under the "GDPR" by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes: -

- To enable us to provide a voluntary service for the benefit of the public in Woodford Halse;
- To administer membership records;
- To fundraise and promote the interests of the Woodford Halse Good Neighbours Scheme;
- To manage our volunteers;
- To maintain our own accounts and records;
- To inform you of news, events, activities and information relevant to the aims of the Woodford Halse Good Neighbours Scheme;

4. Sharing your personal data

Your personal data will be treated as strictly confidential and will only be shared with other members of the Woodford Halse Good Neighbours Scheme in order to provide a service to our volunteers or clients. We will only share your data with third parties outside of the Woodford Halse Good Neighbours Scheme with your consent or in order to keep you safe, e.g. sharing details of a medical condition with a paramedic if you are unable to communicate it yourself.

5. How long do we keep your personal data?

We keep personal data for as long as you are a member of the scheme. You may ask to be removed from the membership at any time by contacting our base office (telephone number 07535 980007 or 07934 464053). The Secretary of the scheme will check with you before deleting your details to avoid any confusion or mistaken identity.

We may occasionally need to keep your data longer than this if it is part of our financial record keeping, e.g. if you have received expenses or have been given a receipt for payment.

6. How do we keep your personal data secure?

All information kept electronically is password protected. Operational records containing essential contact details are kept on paper and passed to each volunteer co-ordinator when they man the help line. This volunteer will keep the records securely and confidentially and will not retain any copies when their period of duty has finished.

All volunteers sign a confidentiality agreement (appendix one of this notice).

7. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data: -

- The right to request a copy of your personal data which the Woodford Halse Good Neighbours Scheme holds about you;
- The right to request that the Woodford Halse Good Neighbours Scheme corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for the Woodford Halse Good Neighbours Scheme to retain such data;
- The right to withdraw your consent to the processing at any time, understanding that this may result in you no longer receiving support from the scheme.
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable) [*Only applies where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics*]
- The right to lodge a complaint with the Information Commissioners Office.

8. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

9. Contact Details

To exercise all relevant rights, queries of complaints please in the first instance contact the Chair of the Woodford Halse Good Neighbours Scheme through ringing the base office telephone line. (Telephone number XXXXXXX)

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

10. Breach of Data Protection

In the unlikely event that there is a breach of data protection, e.g. forgetting to blind copy e-mails when sending out information electronically, we will notify you and ask other recipients to delete your details. If there is a breach of data protection related to any criminal activity, we would notify you and the appropriate authorities.

11. Review

This privacy notice will be reviewed annually before the AGM.

Appendix 1

Woodford Halse Good Neighbours Scheme

Volunteer Confidentiality Agreement

I understand that my voluntary work with Woodford Halse Good Neighbours Scheme will involve handling client information and sensitive data.

I agree that I will not discuss any client information with any person unless the client or anyone else is at any risk. In this circumstance I will only report concerns to the base office (i.e. the person appointed to man the phone).

I agree that I will not retain or share any personal data of volunteers, clients or committee members unless it is necessary in carrying out my role as a volunteer.

Failure to respect this confidentiality agreement is regarded as both a breach of the Data Protection Act 1998 and a breach of the Woodford Halse Good Neighbours Scheme policy, which could result in the cessation of voluntary involvement in line with the constitution of the Woodford Good Neighbours Scheme.

Signed:

Name:

Date: