



Heart of the Community

General Data Protection Policy

Heart of the Community Data Protection Policy

This policy applies to all Heart of the Community trustees and volunteers. Reading this policy forms part of the induction process for all new trustees, volunteers and members.

Heart of the Community Trustees reserve the right to amend, modify and update the terms of this policy at any time.

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1. What does this policy cover?

As a provider of services for our community, Heart of the Community may need to collect, store and process personal information from a number of different groups, including trustees, volunteers, members of the community and participants in workshops and other activities.

This policy explains some key responsibilities placed on Heart of the Community trustees, volunteers and members under the General Data Protection Regulation (GDPR) and explains how Heart of the Community processes personal information.

2. When does this policy apply?

This policy applies at all times. Breaches of this policy will be dealt with on a case by case basis but could result in one of the following actions being taken:

- For trustees and volunteers - Depending on the seriousness of the alleged breach, you may be asked to stand down from your position
- For members - Breaches of this policy may result in the termination of your membership with us.

3. What is the General Data Protection Regulation?

The GDPR protects personal data and sets principles that must be adhered to when processing personal data. The principles state that data will:

- be processed lawfully, fairly and in a transparent manner in relation to an individual

- be collected for specified, explicit and legitimate purposes and not further processed in a way incompatible with those purposes
- be adequate, relevant and limited to what is necessary for the purpose for which they are processed
- be accurate and up to date
- only be kept for as long as is necessary
- be held securely
- be processed in line with individuals' rights
- not be transferred internationally without adequate data protection

4. What are your responsibilities?

As part of our daily activities, everyone is responsible for ensuring Heart of the Community can comply with the General Data Protection Regulation, including the principles above. As part of your role, you may have access to service user's information or information on Heart of the Community trustees or volunteers. You have a responsibility to ensure you handle this information reasonably and by the above principles.

Notably, the GDPR places restrictions on disclosing or transferring information outside of Heart of the Community. Any disclosure of data, including transfers of it, is prohibited unless there is a lawful basis.

Disclosure can take place by, for example:

- giving information verbally – where you have not checked the identity; or authority of the person, you are talking to. **Where information is being given over the telephone, you must satisfy yourself of the caller's identity**
- if you show someone information on an electronic device or manual record containing information about a third party - even another family member
- sending information to an incorrect email address

4.1 Your responsibilities as trustee

If you are a trustee, you have an essential role to play in achieving compliance with the General Data Protection Regulation by ensuring volunteers read and sign a copy of this policy.

You will also have a responsibility in relation to any information you may have on Heart of the Community's volunteers.

5. How can volunteers, trustees and service users access information held about them?

If you want to exercise your formal right to access your information, please contact a Heart of the Community trustee.

6. How can you report a suspected breach of the GDPR?

You must safeguard information at all times. In the event of unauthorised disclosure, whether deliberate or caused through negligence or carelessness, you have a responsibility to report it to one of our Trustees.

If you suspect there has been a data breach by a trustee, volunteer or third party, you must immediately contact one of the trustees. Any information you provide will be treated sensitively.

The person the information relates to may have grounds for legal action against Heart of the Community or whoever made the disclosure.

7. Definitions

Lawful Basis:

Personal data can only be processed if there is a lawful basis to do so. Examples of lawful bases include consent; the processing is necessary for performing a contract, the processing must comply with a legal obligation, and processing is necessary for legitimate interests. A complete list of lawful bases is set out in the GDPR.

Personal Data:

'Personal data' means any information relating to an individual person who can be identified. It includes any unique identifier such as a name or a complete home address. This could also include an online identifier such as an IP address.

Special Category Data (previously known as sensitive data):

The GDPR refers to sensitive personal data as "special categories of personal data". Specifically, these are:

- racial or ethnic origin
- political opinions
- religious or philosophical beliefs
- trade union membership
- genetic data, biometric data to uniquely identify a natural person
- data concerning health
- data concerning a natural person's sex life or sexual orientation

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