

GDPR (Data Protection) Policy

Lifeskills holds information about volunteers and other people involved with our organisation. Lifeskills has a responsibility to look after this information properly, and to comply with the Data Protection Act. On 25th May 2018, this Act will be replaced by the EU General Data Protection Regulation (GDPR). The GDPR will form the basis of our Data Protection Policy.

Our legal basis for using people's data:

Everything we do with records about individuals – obtaining the information, storing it, using it, sharing it, even deleting it – will have an acceptable legal basis. There are six of these:

- Consent from the individual (or someone authorised to consent on their behalf)
- Where it is *necessary* in connection with a contract between our group and the individual
- Where it is *necessary* because of a legal obligation – if the law says you must, you must
- Where it is *necessary* in an emergency, to protect an individual's 'vital interests'
- Where it involves the exercise of a public function – i.e. most activities of most government, local government and other public bodies
- Where it is *necessary* in our legitimate interests, as long as these are not outweighed by the interests of the individual

Where we are basing our processing on consent we will be able to 'demonstrate' that we hold consent. This means having a record of who gave consent, when they gave it, how they gave it (e.g. on the website, on a form, verbally) and what they actually consented to.

In the case of legitimate interests, we will do a balancing test, and be confident that our legitimate interests in using the data in a particular way – for example in providing our services or raising funds to support them – are not over-riden by the interests of the individual.

GDPR Principles

The six GDPR Principles say that:

- Whatever you do with people's information has to be fair and legal. This includes making sure that they know what you are doing with the information about them
- When you obtain information you must be clear why you are obtaining it, and must then use it only for the original purpose(s)
- You must hold the right information for your purposes: it must be adequate, relevant and limited to what is necessary
- Your information must be accurate and, where necessary, up to date
- You must not hold information longer than necessary
- You must have appropriate security to prevent your information being lost, damaged, or getting into the wrong hands

Transparency and Purposes

We will make key information available to people at the time we collect information from them:

- The identity and contact details of our group and the person who is responsible for Data Protection
- The purposes we intend to use the data for and our 'legal basis' for this (see above)
- What we regard as our 'legitimate interests', if this is our basis for processing
- Any specific recipients of the data or categories of recipients

Other information will be made available where relevant. This includes:

- The period for which the personal data will be stored, or if that is not possible, the criteria used to determine that period
- Details of the individual's rights, such as to request a copy of all the data held
- The right to withdraw consent if that is the legal basis for processing (but not retrospectively)
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether the data subject is obliged to provide the personal data and of the possible consequences of failure to provide such data

Marketing

We would like to send you newsletters and other information about how you can support Lifeskills. We may send this information by post, phone or email. You have a right at any time to stop us from contacting you for marketing purposes.

These rules are only for marketing. They do not stop us from contacting people in whatever is the most convenient way to give them information about things they have already signed up to, or for other administrative purposes.

Data quality, record keeping and retention

Our activities will be more effective and appropriate if we have good quality records about the people we are working for and with. GDPR insists on this. We will ensure we have the information we need, but no more (it must be adequate, relevant and limited to what is necessary) and it will be as accurate as we can make it and – where possible – kept as up to date as possible. We will not keep it longer than necessary.

We will remind our staff and volunteers that the individual concerned has the right to see all the information recorded about them by Lifeskills. While Data Protection concerns should never prevent us from recording the information we believe we need (especially in cases relating to safeguarding or other serious misbehaviour), being over-casual, rude or injudicious in an email could easily cause a major crisis for Lifeskills. This can be a useful discipline in deciding what to record and how to record it.

We will set up a process for ensuring that data is deleted or destroyed routinely at the appropriate time.

Security

We will take good care of the information we hold, whether on computer or on paper, and make sure that we have provided guidance and training to our staff and volunteers so that they treat the information appropriately.

In particular, we will think about the risks when data is 'in transit'. For example:

- When sending information, particularly by email, we will take steps to prevent confidential information being sent to the wrong person
- We will also take care not to disclose people's email addresses or other information inappropriately by carelessly copying in a large number of people or forwarding an email that has been copied widely
- Information on paper will not be left lying around, and will only be taken out of a secure location when it is really necessary

Responsibilities

Andy Townsend is the designated person for Data Protection.