

# Derbyshire Children's Holiday Centre (DCHC)

## General Data Protection Regulations (GDPR) Policy



### 1. Introduction

The Derbyshire Children's Holiday Centre (DCHC) needs to gather and use certain information about individuals. These can include employees, charity users, suppliers, business contacts and other people the organisation has a relationship with or may need to contact. This policy describes how this personal data must be collected, handled and stored to meet the company's data protection standards and to comply with the law.

This data protection policy ensures that the DCHC:-

- a. Complies with data protection law and follow good practice
- b. Protects the rights of staff, customers and partners
- c. Is open about how it stores and processes individuals' data
- d. Protects itself from the risks of a data breach

### 2. Scope

This policy applies to:

- a. The head office of the DCHC
- b. The DCHC in Skegness
- c. All staff and volunteers of the DCHC
- d. All contractors, suppliers and other people working on behalf of the DCHC
- e. It applies to all data that the DCHC holds relating to identifiable individuals that can
  - i. Names of individuals
  - ii. Postal addresses
  - iii. Email addresses
  - iv. Telephone numbers
  - v. Plus, any other information relating to individuals

### 3. Data protection risks

This policy helps to protect the DCHC from some very real data security risks, including:

- a. Breaches of confidentiality; for instance, information being given out inappropriately.
- b. Reputational damage: for instance, the DCHC could suffer if hackers successfully gained access to sensitive data.

## **4. Data Protection**

The Data Protection Act 2018 describes how organisations including the DCHC must collect, handle and store personal information. These rules apply regardless of whether data is stored electronically, on paper or on other materials. To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully. The Data Protection Act 2018 is underpinned by eight important principles. These say that personal data must:

- a. Be processed fairly and lawfully.
- b. Be obtained only for specific, lawful purposes.
- c. Be adequate, relevant and not excessive.
- d. Be accurate and kept up to date.
- e. Not be held for any longer than necessary.
- f. Processed in accordance with the rights of data subjects.
- g. Be protected in appropriate ways.
- h. Not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection.

## **5. Responsibilities**

Everyone who works for or with the DCHC has some responsibility for ensuring data is collected, stored and handled appropriately.

Each team that handles personal data must ensure that it is handled and processed in line with this policy and data protection principles. However, these people have key areas of responsibility:

- a. The board of trustees is ultimately responsible for ensuring that the DCHC meets its legal obligations.
- b. The CEO is responsible for:
  - i. Keeping the board updated about data protection responsibilities, risks and issues.
  - ii. Reviewing all data protection procedures and related policies, in line with an agreed schedule.
  - iii. Arranging data protection training and advice for the people covered by this policy.
  - iv. Handling data protection questions from staff and anyone else covered by this policy.
  - v. Dealing with requests from individuals to see the data the DCHC holds about them (also called 'subject access requests').

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- vi. Checking and approving any contracts or agreements with third parties that may handle the DCHC's sensitive data.
- vii. Ensuring all systems, services and equipment used for storing data meet acceptable security standards.
- viii. Performing regular checks and scans to ensure security hardware and software is functioning properly.
- ix. Evaluating any third-party services the company is considering using to store or process data.
  - For instance, cloud computing services.
- x. Approving any data protection statements attached to communications such as emails and letters.
- xi. Addressing any data protection queries from journalists or media outlets like newspapers.
- xii. Where necessary, working with other staff to ensure marketing initiatives abide by data protection principles.

### 6. General Staff Guidelines

The only people able to access data covered by this policy should be those who need it for their work. Data should not be shared informally. When access to confidential information is required, employees can request it from the CEO. The DCHC will provide training to all employees to help them understand their responsibilities when handling data. Trustees, employees and volunteers should keep all data secure, by taking sensible precautions and following the guidelines below:-

- a. In particular, strong passwords must be used, and they should never be shared.
- b. Personal data should not be disclosed to unauthorised people, either within the company or externally.
- c. Data should be regularly reviewed and updated if it is found to be out of date.
  - If no longer required, it should be deleted and disposed of.
- d. Trustees, employees and volunteers should request help from the CEO if they are unsure about any aspect of data protection.

## **7. Data Storage**

These rules describe how and where data should be safely stored. Questions about storing data safely can be directed to the CEO.

When data is stored on paper, it should be kept in a secure place where unauthorised people cannot see it.

These guidelines also apply to data that is usually stored electronically but has been printed out for some reason:

- a. When not required, the paper or files should be kept in a locked drawer or filing cabinet.
- b. Employees should make sure paper, and printouts are not left where unauthorised people could see them, like on a printer.
- c. Data printouts should be shredded and disposed of securely when no longer required.

When data is stored electronically, it must be protected from unauthorised access, accidental deletion and malicious hacking attempts:

- a. Data should be protected by strong passwords that are changed regularly and never shared between employees.
- b. If data is stored on removable media (like a CD or DVD), these should be kept locked away securely when not being used.
- c. Data should only be stored on designated drives and servers and should only be uploaded to an approved cloud computing service.
- d. Servers containing personal data should be sited in a secure location, away from general office space.
- e. Data should be backed up frequently. Those backups should be tested regularly, in line with the company's standard backup procedures.
- f. Data should never be saved directly to laptops or other mobile devices like tablets or smart phones.
- g. All servers and computers containing data should be protected by approved security software and a firewall.

## **8. Data Use**

Personal data is of no value to the DCHC unless it can be made use of. However, it is when personal data is accessed and used that it can be at the greatest risk of loss, corruption or theft:-

- a. When working with personal data, employees should ensure the screens of their computers are always locked when left unattended.
- b. Personal data should not be shared informally. In particular, it should never be sent by email, as this form of communication is not secure.
- c. Personal data should never be transferred outside of the European Economic Area.
- d. Employees should not save copies of personal data to their own computers. Always access and update the central copy of any data.

## **9. Data Accuracy**

The law requires that the DCHC takes reasonable steps to ensure data is kept accurate and up to date.

The more important it is that the personal data is accurate, the greater the effort the DCHC should put into ensuring its accuracy. It is the responsibility of all employees who work with data to take reasonable steps to ensure it is kept as accurate and up to date as possible.

- a. Data will be held in as few places as necessary. Staff should not create any unnecessary additional data sets.
- b. Staff should take every opportunity to ensure data is updated. For instance, by confirming a customer's details when they call.
- c. Data should be updated as inaccuracies are discovered. For instance, if a customer can no longer be reached on their stored telephone number, it should be removed from the database.

## **10. Subject Access Requests**

All individuals who are the subject of personal data held by the DCHC are entitled to:

- a. Ask what information the charity holds about them and why.
- b. Ask how to gain access to it.
- c. Be informed how to keep it up to date.
- d. Be informed how the charity is meeting its data protection obligations.

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If an individual contacts the company requesting this information, this is called a subject access request. Subject access requests from individuals should be made by email, addressed to the CEO, [ceo@dchc.org.uk](mailto:ceo@dchc.org.uk). If needed a standard request form can be supplied although individuals do not have to use this.

The DCHC will aim to provide the relevant data within 14 days. The DCHC (CEO) will always verify the identity of anyone making a subject access request before handing over any information.

### 11. 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, the DCHC will disclose requested data. However, the CEO will ensure the request is legitimate, seeking assistance from the board and from the company's legal advisers where necessary.

### 12. Providing Information

The DCHC aims to ensure that individuals are aware that their data is being processed, and that they understand:

- a. How the data is being used.
- b. How to exercise their rights.

To these ends, the DCHC has a privacy statement, setting out how data relating to individuals is used by the DCHC. [This is available on request. A version of this statement is also available on the charity's website].

### 13. Changes to this Privacy Policy

DCHC reserve the right to amend or modify this Privacy Policy at any time and any changes will be published on our website. The date of the most recent revision will appear on this web page. If we make significant changes to this policy, we may also notify you by other means such as sending an email.

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### References

IAPP25 governance <https://iapp.org/resources/article/sample-data-protection-policy-template-2/>

### Document version control

Version number	Change or update	Author or owner	Date
1.0	First version	Simon Evans	

The General Data Protection Regulations (GDPR) was approved by the Board of Trustees of the DCHC on

Date: .....

Chairpersons Signature below.

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On behalf of the Board of Trustees.