



Data Protection & Privacy Policy June 2022

In the course of their work at Community By Nature (CBN) employees and volunteers may come into contact with or use personal data about employees, volunteers, learners, service users and children and young people.

CBN's manager is responsible for ensuring all CBN employees and volunteers are given information and training on data protection and understand their responsibilities in relation to data protection. All CBN's employees and volunteers will be given information and training on Data Protection during their induction.

Personal data

Personal data is any information about an individual which allows them to be identified from that data for example a name, photographs, videos, email address, or address.

The processing of personal data in the UK is governed by legislation including the General Data Protection Regulation (the GDPR) and other local legislation relating to personal data and rights such as the Human Rights Act. The GDPR outlines the rights of individuals to control how their personal data is collected and stored and places obligations for CBN to be accountable for data protection. CBN is committed to ensuring all personal data is appropriately and lawfully obtained, handled and stored and destroyed when no longer required.

Kate Jameson is the Data Protection Officer for CBN.

What personal data is collected by CBN

- Names, titles, photographs;
- Contact details such as telephone numbers, addresses, and email addresses; emergency contact details, employment history
- Where they are relevant and requested by funders or awarding bodies information such as gender, age, marital status, nationality, education/work histories, academic/professional qualifications, hobbies, family composition, and dependants. The data we process may include sensitive personal data or other special categories of data such as racial or ethnic origin, mental and physical health, or sexual orientation where they are relevant and requested by funders or awarding bodies.

In compliance with data protection legislation CBN ensures that the personal data we hold about individuals is:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to the individual and not used in any way than those purposes described.
- Relevant to the purposes we have told the individual about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have informed the individual about.
- Kept and destroyed securely

CBN ensures appropriate technical and security measures are in place to protect personal data from loss, misuse, unauthorised access and disclosure.

We use personal data for some or all of the following purposes:

- To contact individuals by post, email, telephone or using social media (e.g., Facebook, Twitter) to notify our service users of facilities, services, events
- To advertise and promote our services via leaflets, display boards, website, social media (in relation to photographs)
- To maintain our own accounts and employment records
- To ensure health and safety of children and young people and for emergency situations
- To seek views, opinions or comments of our service users
- To send communications which have requested by individuals - including information about new projects or initiatives
- To send information in relation to our training and learner materials
- To fulfil data requirements of awarding bodies or funders
- To carry out comprehensive safeguarding procedures (including due diligence and complaints handling) in accordance with best safeguarding practice with the aim of ensuring that all children and adults at risk are provided with safe environments and to protect individuals from harm or injury

CBN asks parents to complete a consent form for children/young people we work with (name, address, parental telephone number, allergies, emergency contact). This information is collected in case of emergency and to prove CBN had permission for children/young people to join in the activity/group.

CBN will only ask parents/carers for essential personal details about the children we work with to ensure we have consent from parents for holding this data. We will never ask children/young people for their personal information

What is the legal basis for processing your personal data?

The processing of personal data is generally for compliance with legal, funding or training requirements. Sometime it is necessary to process personal data of people using our services. We will always take into account interests and rights of the individual.

Sometimes the use of personal data requires consent. We will first obtain the individuals consent to that use.

Sharing your personal data

CBN will implement appropriate security measures to protect your personal data. CBN will not share personal data with third parties unless it is necessary for legal, training or funding purposes. It is likely that we will need to share your data with our training awarding bodies, funders or commissioners on occasions but only where necessary.

These third parties also have an obligation to put in place appropriate security measures and will be responsible to individuals' directly for the manner in which they process and protect personal data.

How long do we keep personal data?

We will keep some records permanently if we are legally required to do so. We may keep some other records for an extended period of time. For example, it is current best practice to keep financial records for a minimum period of 8 years to support charity and company regulations. CBN endeavour to keep data only for as long as we need it. This means that we will delete it when it is no longer needed. CBN has Data Retention Policy outlining details of timescales for data retention

Individual rights and in relation to personal data

Individuals have the following rights with respect to your personal data:

When exercising any of the rights listed below, in order to process individual requests, we may need to verify the individuals identity for their security. In such cases we will need an individual to respond with proof of your identity before you can exercise these rights.

- (i) The right to access personal data we hold on you***
- (ii) The right to correct and update the personal data we hold on you***
- (iii) The right to have your personal data erased***
- (iv) The right to object to processing of your personal data or to restrict it to certain purposes only***
- (v) The right to data portability***
- (vi) The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained***
- (vii) The right to lodge a complaint with the Information Commissioner's Office.***

Parents/carers can make a request to see any information that CBN holds about a their child/young person if the child/young person is under 13. Children/young people over 13 can request to see information held about them.

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/>

Further processing

If we wish to use an individuals' personal data for a new purpose, not covered by our Privacy Policy, then we will provide the individual with a Privacy 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 individual consent prior to the new processing.

The following key dos and don'ts must be followed by all CBN employees and volunteers processing personal data on individuals.

Key Dos & Don'ts

Do

- Get permission from the data subject to hold their personal data
- Remember the policy applies to paper files, information held electronically, photographs
- Hold personal data about people only when necessary and make sure it is appropriately secured with restricted access
- Delete personal data when it is no longer relevant
- Tell people you hold personal data about them and tell them why you need to do so
- Be open with people about information held about them
- Follow procedures accurately if forwarding personal data to third parties; only transmit personal information between e-mail if a secure network is in place, for example or encryption
- Respect confidentiality and the rights of the data subject
- Ensure all personal data is disposed of as confidential waste
- When writing documents, bear in mind that the data subject has a right to see information relating to them
- Hold personal data in such a way that it can be collected for inspection at short notice
- Where possible, make anonymous personal data for analysis
- Direct any official requests to see personal data to the Data Controller (details below).
- Be aware that those seeking information sometimes use deception in order to gain access to it. Always verify the identity of the data subject and the legitimacy of the request
- If you receive a request for personal information about another employee, you should forward this to the Data Controller who will be responsible for dealing with such requests

Do Not

- Transfer physical data unless via a recognised and data protection compliant carrier (e.g. sending document for shredding);
- Reveal personal data to third parties without the data subject's permission or justification within the GDPR. Where this occurs, electronically data must be encrypted and accessed by a password sent independently of the data;
- Disclose any personal data over the telephone;
- Use personal data about a service user without their explicit consent;
- Leave personal data insecure in any way, whether it is physical files or information held electronically;
- Take data out of CBN places of work without particular care for security;

- Process confidential data on a computer not owned or supplied by CBN;
- Use personal data held for one purpose for a different purpose without permission from the data subject.

Every CBN employee and volunteer has a legal obligation to comply with this policy. If you have any questions or concerns about these guideline, or are in any doubt about what you can or cannot disclose and to who speak to the Data Controller.

Contact Details

Please contact us if you have any questions about this Privacy Policy or the personal data we hold about individuals or to exercise all relevant rights, queries or complaints at:

The Data Controller: Kate Jameson

Email: kate@communitybynature.org.uk

Policy Review

This policy will be reviewed annually as a minimum. This Policy was last updated in 28 September 2022.