



# New Mills & District Volunteer Centre

## Data Protection Policy

### 1. Introduction

New Mills and District Volunteer Centre (NMVC) needs to keep certain information about its staff, Board of Trustees, volunteers and clients to allow the Centre to run efficiently and effectively for the benefit of those we serve.

To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. To do this, NMVC must follow the eight **Data Protection Principles** set out in the **Data Protection Act 1998** which are summarised below:

- a) Personal data must be obtained and processed **fairly** and **lawfully**
- b) Data can **only** be collected and used for **specified purposes**
- c) Data must be **adequate, relevant & not excessive**
- d) Data must be **accurate** and **up to date**
- e) Data must not be held any longer than necessary
- f) Data Subjects' rights must be respected
- g) Data must be kept safe from unauthorised access, accidental loss or damage
- h) Special rules apply to transfers abroad (including publication over the Internet)

**NMVC staff Board of Trustees and volunteers who process or use any personal information in the course of their duties must ensure that these principles are followed at all times.**

In order to ensure that this happens, NMVC has drawn up the following policy. There are two main groups to accommodate within the policy:-

(1) **clients**, and (2) **volunteers/staff/Board of Trustees**.

Separate policies have been drawn up for each group (see pages 2&3).

Important Note: "The Data Controller"

NMVC as a body is the **Data Controller** under the Act, and NMVC Board of Trustees is ultimately responsible for the policy's implementation. However, NMVC has designated two people (named below) who will deal with any day-to-day matters arising from the implementation of the Data Protection policy.

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## 2. **Personal Data relating to CLIENTS**

### a) *Purposes*

NMVC obtains contact details (names, addresses, phone numbers) and in some cases brief health details from clients. This data is obtained, stored and processed solely to assist volunteers and staff in the efficient running of the service requested by the client. With respect to the transport service, health information is collected only for the purpose of keeping volunteer drivers informed of relevant difficulties they may encounter during the course of their duties. Personal details supplied by clients are not used to send marketing material or the NMVC newsletter.

### b) *Consent*

Personal data from new clients is generally collected over the phone and recorded by the Organiser or Administration Worker. During this initial contact, the client is informed of the details of the service and given an explanation of how their personal data will be used (for example: to help volunteer drivers understand their mobility needs). Written consent is not requested from clients as it is felt that consent has been granted when a client freely gives their own details over the phone.

**Third party referrals** - When a referral is made via a third party (for example: a relative, friend or health worker), contact is made with the potential client is made to ensure that permission has been granted to store and process their personal data.

**Sharing clients' personal data** – A client's personal data **will not** be passed on to anyone outside NMVC (for example: doctor, social worker) without explicit consent from the client. With respect to volunteers, a client's phone number **will not** be passed on to a volunteer without explicit consent from the client.

### c) *Access*

Only staff and volunteers of NMVC will normally have access to clients' personal data. All staff and volunteers are made aware of the NMVC confidentiality policy and their obligation not to disclose personal data to anyone who is not authorised to have it.

**Request for records** - Clients will be supplied with a copy of any of their personal data held by NMVC if a request is made. It is currently NMVC's policy to supply this information free of charge. (?? *Can charge up to £10*).

### d) *Accuracy and Longevity*

The Organiser will take reasonable steps to keep Personal Data up to date and accurate and make corrections in a timely fashion. Personal Data will be stored for as long as the client uses the services, and will be destroyed when he/she ceases to use the service. (?? *Should we be holding records for a certain length of time?*)

### e) *Storage*

Personal data stored in paper filing systems are kept in a locked filing cabinet when not in use. There are currently no computerised records containing clients' personal data. (?? *Is this the case?*)

### f) *Use of photographs*

Where practicable, NMVC will seek consent of clients before displaying photographs in which they appear. If this is not possible (for example: a large group photo) NMVC will remove any photograph if a client or a relative/friend of the client makes a complaint. This policy also applies to photographs published on the Internet.

### 3. Personal Data relating to STAFF, VOLUNTEERS and BOARD OF TRUSTEES

#### a) *Purposes*

NMVC obtains contact details (names, addresses, phone numbers), application forms, references and in some cases other details such as driving documents from staff, volunteers and Board of Trustees. This data is stored and processed for the following purposes: (a) assessing the suitability of an applicant for a specified role; (b) to keep track of availability, training course attendance record and other necessary details with respect to volunteering opportunities; (c) to distribute relevant NMVC material (for example: the newsletter) by post.

#### b) *Access*

Only the contact details and details of staff/volunteer availability are made accessible to other staff/volunteers of NMVC. The rest of the information supplied on application is kept in a locked filing cabinet and is not accessed during the day-to-day running of NMVC.

Contact details of volunteers/staff members/management committee members **will not** be passed on to anyone outside NMVC (for example: a client) without their explicit consent.

**Request for records** - Volunteers/staff members/management committee members will be supplied with a copy of all their personal data held by NMVC if a request is made. It is currently NMVC's policy to supply this information free of charge. (*?? Can charge up to £10*).

#### c) *Accuracy and Longevity*

The Organiser will take reasonable steps to keep Personal Data up to date and accurate and make corrections in a timely fashion. Personal Data will be stored for as long as the volunteer/staff member/Board of Trustees is working for NMVC and for (*??months/ years*) after they have left. Once this period has elapsed, all Personal Data held by NMVC on the volunteer/staff member/Board of Trustees will be destroyed.

#### d) *Storage*

Personal data stored in paper filing systems are kept in a locked filing cabinet when not in use. Contact details of volunteers/staff members/Board of Trustees kept as computerised records are only accessible by members of staff and volunteer office workers. Personal data other than basic contact details are not kept on computer.

#### Use of photographs

As for "clients" (see above).



## New Mills & District Volunteer Centre

### Data Protection Policy – August 2002 (Reviewed February 2005) Information for Volunteers, Staff and Board of Trustees

#### **PLEASE READ CAREFULLY**

During the course of your duties with New Mills Volunteer Centre, you will be dealing with information such as names/addresses/phone numbers of both clients and volunteers, and also certain details on the health of clients. You may also be told or overhear other sensitive information while working for the Centre. A recent Act of Parliament (The Data Protection Act 1998) gives specific guidance on how this information should be dealt with by organisations such as NMVC. In short, to comply with the law, personal information must be **collected and used fairly, stored safely and not disclosed to any other person unlawfully**.

To help you meet the terms of the Data Protection Act while working for NMVC, the following guidelines have been drawn up. Please read them carefully and ask a member of staff if you are in any doubt about any of them.

#### **1) Sharing clients' personal information**

"Personal information" includes details such as addresses/phone numbers and health details supplied by clients. Such information may be shared between volunteers and staff at NMVC (for example: when booking a driver for a client), but should **not** be given to anyone outside NMVC (for example: a doctor or social worker) **without** explicit consent from the client. If such a situation arises, please ask a member of staff for advice.

**Special note on phone numbers** – It is the policy of NMVC to check with a client before passing his/her phone number to a volunteer (for example: a driver) - and vice versa - to check with a volunteer before passing his/her number onto a client.

#### **2) New Clients**

All requests from new clients for any service offered by NMVC should be referred to the Organiser or Administration Worker. If the Organiser/Admin. Worker is not available, please take a name and contact number only and pass the message on. This is particularly important when dealing with a third party (for example: relative, friend, social worker) as NMVC should not collect information about a person who has not given permission to use his/her details.

#### **3) Unlawful Disclosure of personal information**

Under the Data Protection Act 1998 you are committing a criminal offence if you disclose personal information 'knowingly or recklessly' to anyone you are not supposed to, so please be careful. As NMVC has an open door policy for members of the public to drop in any time during opening hours, be aware that conversations containing personal or sensitive information may be overheard by people who should not have access to it.

#### **4) Use of files, books and card boxes**

In order to prevent unauthorised access and accidental loss or damage to personal information held on paper, please take good care of the files, books and card boxes you use while on duty, and ensure that they are returned to the main office before you leave the Centre.

#### **5) Disposal of scrap paper**

Be aware that names/addresses/phone numbers and details of an enquiry written on scrap paper are also considered to be confidential. As NMVC does not yet own a shredder, please tear up such notes before disposing of them in the waste paper basket.

#### **6) Your own Personal Information**

You may be interested to know that under the Data Protection Act 1998 you are entitled to access any personal information held on you, including that held by NMVC. If you want to see this information, please talk to the Organiser.

*To be distributed to all volunteers, staff and Board of Trustees along with copies of NMVC Data Protection Policy in full, and NMVC Confidentiality Policy.*

(Reviewed February 2005)