



Reg.charity no.291646

CARE in Haywards Heath, Cuckfield and Lindfield Data Protection Policy

CARE in Haywards Heath, Cuckfield and Lindfield is a voluntary organisation and a registered charity with no premises. This policy applies to all volunteers of CARE in Haywards Heath, Cuckfield, and Lindfield.

Introduction

The purpose of this policy is to enable CARE in Haywards Heath, Cuckfield and Lindfield to:

- comply with the law in respect of the data it holds about individuals;
- follow good practice;
- protect our clients, volunteers and other individuals
- protect our organisation from the consequences of a breach of its responsibilities.

Brief introduction to Data Protection Act 1998

The Data Protection Act gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly.

The Act works in two ways. Firstly, it states that anyone who processes personal information must comply with eight principles, which make sure that personal information is:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate and up to date
- Not kept for longer than is necessary
- Processed in line with the rights of Data Subjects
- Secure
- Not transferred to other countries without adequate protection

The second area covered by the Act provides individuals with important rights, including the right to find out what personal information is held on computer and most paper records.

Policy statement

CARE in Haywards Heath, Cuckfield and Lindfield will:

- comply with both the law and good practice
- respect individuals' rights
- be open and honest with individuals whose data is held
- provide support for volunteers who handle personal data, so that they can act confidently and consistently

CARE in Haywards Heath, Cuckfield and Lindfield recognises that its first priority under the Data Protection Act is to avoid causing harm to individuals. Information about volunteers and clients will be used fairly, securely and not disclosed to any person unlawfully.

Secondly, the Act aims to ensure that the legitimate concerns of individuals about the ways in which their data may be used are taken into account. In addition to being open and transparent, CARE in Haywards Heath, Cuckfield and Lindfield will seek to give individuals as much choice as is possible and reasonable over what data is held and how it is used.

CARE in Haywards Heath, Cuckfield and Lindfield, as a not-for-profit organisation is exempt from notification under the Data Protection Act 1998. All processing of personal data will, however, still be undertaken in accordance with the data protection principles. These eight principles are listed on Page 1.

Personal Information held - Personal Data

CARE in Haywards Heath, Cuckfield and Lindfield maintains lists of all its volunteers, past and present, with names, addresses, telephone numbers, their availability and the tasks that they are willing to undertake. This is essential for our work.

Lists of all our clients, both regular and occasional, are also kept with details of their names, addresses, telephone numbers, a second contact telephone number for emergencies and any relevant medical problems that may need extra care. These details are given to the volunteer undertaking a task with a particular client.

Volunteer application forms are held by the Volunteer Secretary.

Records of visits made to clients are held by Section Leaders.

DBS disclosures are held by the person designated by the CARE executive committee.

How information is held

CARE in Haywards Heath, Cuckfield and Lindfield has no office or premises.

The bulk of our data is on a password protected database or in designated volunteers' homes. Some of the data is in paper form and some on personal password protected computer.

Access to information

Information is confidential to the organisation and may be passed to colleagues to ensure the best quality service for our clients.

Clients and volunteers are able to see their records on request.

Security

This section of the policy only addresses security issues relating to personal data.

Any recorded information on clients and volunteers will be:

- Kept in locked cupboards
- Protected by the use of passwords if kept on computer
- Destroyed confidentially if it is no longer needed

Access to information on the main database is controlled by a password and only those needing access are given the password. The password will be changed at regular intervals.

Notes regarding personal data of clients should be shredded or destroyed.

Data Recording and storage

CARE in Haywards Heath, Cuckfield and Lindfield has a single database holding basic information about all clients and volunteers and a record of all activities undertaken. The back-up discs of data are kept securely.

CARE in Haywards Heath, Cuckfield and Lindfield will regularly review its procedures for ensuring that its records remain accurate and consistent and, in particular:

- The database system is reviewed and re-designed, where necessary, to encourage and facilitate the entry of accurate data.
- Data on any individual will be held in as few places as necessary, and volunteers will be discouraged from establishing unnecessary additional data sets.
- Effective procedures are in place so that all relevant systems are updated when information about any individual changes.
- Volunteers who keep more detailed information about individuals will be given additional guidance on accuracy in record keeping.
- Data will be corrected if shown to be inaccurate

CARE in Haywards Heath, Cuckfield and Lindfield stores archived paper records of clients and volunteers securely in named volunteers' homes.

Responsibilities

The Executive Committee recognises its overall responsibility for ensuring that CARE in Haywards Heath, Cuckfield and Lindfield complies with its legal obligations.

Policy review

The policy will be reviewed at the first meeting of the incoming Executive Committee each year. It will also be reviewed in response to changes in relevant legislation, contractual arrangements, good practice or in response to an identified failing in its effectiveness.

Approved by the Executive Committee 24\4\2017