

DATA PROTECTION POLICY

This document outlines our legal requirements under the General Data Protection Regulations and the processes for how Age UK Waltham Forest meets them.

We regard the lawful and correct treatment of personal information as very important to our successful operation and to maintaining confidence between us and those with whom we carry out business. We will ensure that we treat personal information lawfully and correctly.

To this end we fully endorse and adhere to the principles of the General Data Protection Regulation (GDPR).

Age UK Waltham Forest is a Data Controller and has a statutory duty to register with the Information Commissioner. This means that Age UK Waltham Forest has a statutory right to store data about individuals.

The policy applies to all employees, volunteers, trustees, of Age UK Waltham Forest. This policy applies to the processing of personal data in manual and electronic records kept by us in connection with our human resources function as described below. It also covers our response to any data breach and other rights under the GDPR.

Definitions

“Personal data” is information that relates to an identifiable person who can be directly or indirectly identified from that information, for example, a person’s name, identification number, location, online identifier. It can also include pseudonymised data.

“Special categories of personal data” is data which relates to an individual’s health, sexual orientation, race, ethnic origin, religion, and trade union membership. It also includes genetic and biometric data (where used for ID purposes).

“Criminal offence data” is data which relates to an individual’s criminal convictions and offences.

“Data processing” is any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Data Protection Principles

Under GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- processing will be fair, lawful and transparent
- data be collected for specific, explicit, and legitimate purposes
- data collected will be adequate, relevant and limited to what is necessary for the purposes of processing
- data will be kept accurate and up to date. Data which is found to be

- inaccurate will be rectified or erased without delay
- data is not kept for longer than is necessary for its given purpose
- data will be processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- we will comply with the relevant GDPR procedures for international transferring of personal data

Consent

Age UK Waltham Forest must record clients' explicit consent to storing certain information (known as 'personal data' or 'special categories of personal data') on file.

For the purposes of the Regulations, personal and special categories of personal data cover information relating to: The racial or ethnic origin of the Data Subject.

His/her religious beliefs or other beliefs of a similar nature. Whether he/she is a member of a trade union.

His/her physical or mental health or condition.

His/her sexual life.

The commission or alleged commission of any offence

Online identifiers such as an IP address

Name and contact details.

Genetic and/or biometric data which can be used to identify an individual

Special categories of personal information collected by Age UK Waltham Forest will, in the main, relate to clients' physical and mental health. Data is also collected on ethnicity and held confidentially for statistical purposes.

Consent is not required to store information that is not classed as special category of personal data as long as only accurate data that is necessary for a service to be provided is recorded.

As a general rule Age UK Waltham Forest will always seek consent where personal or special categories of personal information is to be held.

It should also be noted that where it is not reasonable to obtain consent at the time data is first recorded and the case remains open, retrospective consent should be sought at the earliest appropriate opportunity.

If personal and/or special categories of personal data need to be recorded for the purpose of service provision and the service user refuses consent, the case should be referred to the Chief Executive for advice.

Obtaining Consent

Consent may be obtained in a number of ways depending on the nature of the interview, and consent must be recorded on or maintained with the case records:

Face-to-face/written - A pro-forma should be used.

Telephone - Verbal consent should be sought and noted on the case record. E-mail - The initial response should seek consent

Consent obtained for one purpose cannot automatically be applied to all uses e.g. where consent has been obtained from a client in relation to information needed for the provision of that service, separate consent would be required if, for example, direct marketing were to be undertaken.

Preliminary verbal consent should be sought at point of initial contact as personal and/or special categories of personal data will need to be recorded either in an email or on a computerised record (e.g. Charitylog). The verbal consent is to be recorded in the appropriate fields on the computer record or stated in the email for future reference. Although written consent is the optimum, verbal consent is the minimum requirement.

Specific consent for use of any photographs and/or videos taken should be obtained in writing. Such media could be used for, but not limited to, publicity material, press releases, social media, and website. Consent should also indicate whether agreement has been given to their name being published in any associated publicity. If the subject is less than 18 years of age then parental/guardian consent should be sought.

Individuals have a right to withdraw consent at any time. If this affects the provision of a service(s) by Age UK Waltham Forest then the Service Co-ordinator should discuss with the Services Manager at the earliest opportunity.