

The Besom in Taunton (Besom)

Data Protection & Privacy Policy

Context and Overview

Key details

- Approved by Trustees on: 7 July 2021
- Policy becomes operational on: 7 July 2021
- Next review date: July 2024
- Data protection officer: Mark Turner (Treasurer)

Introduction

Besom needs to gather and use certain information about individuals. These include recipients (clients), suppliers, contacts, trustees, givers, volunteers and other people the organisation has a relationship with or may need to contact. This policy describes how personal data is collected, handled and stored to meet Besom's data protection standards – and to comply with the law.

Why this policy exists

This data protection policy ensures Besom:

- complies with the data protection law and follows good practice;
- protects the rights of trustees, clients, and contacts;
- is open about how it stores and processes individuals' data; and
- protects itself from the risks of a data breach.

Data Protection Law

HM Government has published a [Guide to the General Data Protection Regulation \(GDPR\)](#), which is recommended for further reading. This describes how organisations – including Besom – must collect, handle and store personal information. These rules apply regardless of whether data is stored electronically, on paper or on other materials.

GDPR applies to 'personal data', meaning any information relating to an identifiable person who can be directly or indirectly identified – in particular by reference to an identifier.

GDPR requires that personal data shall be:

- a) processed lawfully, fairly and in a transparent manner in relation to individuals;
- b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;

- d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

People, Risks and Responsibilities

Policy Scope

This policy applies to:

- Trustees
- Members of the core team
- Besom time-givers (volunteers)
- Others working on behalf of Besom

It applies to all data that the Besom holds relating to identifiable individuals. This can include:

- Names of individuals
- Postal addresses
- Email addresses
- Telephone numbers
- Photographs
- Any other information relating to individuals

Data Protection Risks

This policy helps to protect Besom from some very real data security risks including:

- Breaches of confidentiality. For instance information being given out inappropriately.
- Failing to offer choice. For instance, all individuals should be free to choose how Besom uses data relating to them.
- Reputational damage. For instance, Besom could suffer if hackers successfully gained access to sensitive data.

Responsibilities

Everyone who works for or with Besom has some responsibility for ensuring data is collected, stored and handled appropriately. Every individual that handles personal data must ensure that it is handled and processed in line with this policy and data protection principles.

These people have key areas of responsibility:

- The trustees (directors) are responsible for ensuring that Besom meets its legal obligations.
- The data protection officer is responsible for:
 - Keeping the trustees updated about data protection responsibilities, risks and issues.
 - Reviewing all data protection procedures and related policies, in line with an agreed schedule.
 - Providing data protection advice for the people covered by this policy.
 - Handling data protection questions from anyone covered by this policy.
 - Dealing with requests from individuals to see the data Besom holds about them (also called “subject access requests”).
 - Checking and approving any contracts or agreements with third parties that may handle Besom’s data.

Data Storage

General guidelines

- The only people able to access personal data should be those who need it for their work.
- Data should not be shared informally.
- Besom will provide help to volunteers to ensure they understand their responsibilities when handling data.
- Everyone accessing data should keep the data secure by taking sensible precautions and following the guidelines below.
- Personal data should not be disclosed to unauthorised people, either within Besom or externally.
- 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.
- Anyone unsure about any aspect of data protection should seek help from the data protection officer.

Electronic Data Storage

- Besom holds personal data securely in the internet ‘cloud’ using Box Drive (<https://www.box.com>). Access is restricted to core team members as listed in the annex.
- Each member of the Besom core team has an individual login to Box Drive, and is responsible for keeping their login protected by a strong password that must never be shared.
- Personal data should not be stored on removable media (such as a memory stick or CD).

- Data should be kept for the shortest time necessary to meet Besom's operational purposes and legal duties.

Paper Data Storage

- Personal data should not be held in paper form.
- When it is necessary to print personal data (eg addresses), these should be disposed of securely as soon as they are no longer required.

Data Use

Personal data is of no value to Besom unless the charity can make use of it. However, it is when personal data is accessed and used that it can be at the greater risk of loss, corruption or theft:

- Personal data should not be shared informally or through social media (eg WhatsApp).
- Personal data should never be transferred outside of the Besom core team or those time-givers who need it, for example to make a delivery to a recipient.
- No one should keep copies of personal data they are not authorised to process.

Data Accuracy

The law requires Besom to take 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 Besom should put into ensuring its accuracy. It is the responsibility of all who work with data to take reasonable steps to ensure it is kept as accurate and up to date as possible.

- Data will be kept in as few places as necessary.
- Everyone should take every opportunity to ensure data is updated.
- Data should be updated as inaccuracies are discovered.

Subject access requests

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

- ask what information Besom holds about them and why;
- ask how to gain access to it;
- be informed how to keep it up to date and
- be informed how Besom is meeting its data protection obligations.

If an individual contacts Besom requesting this information, this is called a subject access request. Subject access requests from individuals should be made in writing, addressed to the data protection officer. Individuals will be charged £10 per subject access request. The data protection officer will aim to provide relevant data within 30 days. The data protection officer will always verify the identity of anyone making a subject access request before handing over any information.

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 Besom will disclose requested data. However, the data protection officer will ensure the request is legitimate, seeking assistance from the trustees and obtaining legal advice where necessary.

Providing Information

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

- how the data is being used; and
- how to exercise their rights.

Retention of Data

The Data Protection Act requires Besom to dispose of individuals' data when it is not required. Data retention periods are given in the annex to this policy.

Annex – Personal Data Retention Periods

Category	Data retention period	Access restricted to
Furniture donors & recipients*	6 months	Besom Coordinator & Furniture officer
Crisis box recipients*	6 months unless the Besom Coordinator or crisis box officer decides that we might later deliver them a Christmas or Easter hamper	Besom Coordinator & Admin officer
Starter pack recipients*	6 months	Starter pack officer & Besom Coordinator
Project recipients*	6 months unless the projects' officer decides that we might later deliver them a Christmas or Easter hamper	Besom Coordinator, Projects officer
Referrers / key workers	2 years max. (1 year min.) from the date a project is completed	Besom Coordinator & Projects officer
DBS records for time-givers (including core team)	3 years from DBS certification (following a check by the Disclosure and Barring Service)	Admin officer & Safeguarding officer
Time-givers without DBS	3 years	Admin officer & Safeguarding officer
Time-giver referees for non-DBS time-givers	1 year	Admin officer & Safeguarding officer
Approval for use of photos and videos of time-givers	5 years from date of photo or video	Projects officer & Besom Coordinator
Gift Aid donors	6 years from date of last Gift Aid submission to HMRC	Treasurer, Besom Coordinator & Chair of trustees
Supporters (eg those who subscribe to the prayer letter)	Besom will include an 'unsubscribe' link in contact emails and will remove supporters' details once this is received or if we know they no longer want to be contacted.	Furniture officer & Besom Coordinator

* Besom will retain the first part of individuals' postcodes (eg TA1, TA21, etc) indefinitely for reporting purposes