

Confidentiality and Data Protection Policy

Statement

Southampton Street Pastors (SSP) has access to information concerning its volunteers and it holds this in strictest confidentiality at all times.

Information belongs to the volunteer entrusting it to SSP. Any information passed on outside of SSP will only be given with the express permission of the person who supplied the information.

Definitions

In line with the Data Protection Act 1998 principles, Southampton Street Pastors will ensure that personal data will:

- Be obtained fairly and lawfully and shall not be processed unless certain conditions are met
- Be obtained for a specific and lawful purpose
- Be adequate, relevant but not excessive
- Be accurate and kept up to date
- Not be held longer than necessary
- Be processed in accordance with the rights of data subjects
- Be subject to appropriate security measures
- Not to be transferred outside the European Economic Area (EEA)

The definition of 'Processing' is obtaining, using, holding, amending, disclosing, destroying and deleting personal data. This includes some paper based personal data as well as that kept on computer.

The Personal Data Guardianship Code suggests five key principles of good data governance on which best practice is based. The organisation will seek to abide by this code in relation to all the personal data it processes, i.e.

- **Accountability:** those handling personal data follow publicised data principles to help gain public trust and safeguard personal data.
- **Visibility:** Data subjects should have access to the information about themselves that an organisation holds. This includes the right to have incorrect personal data corrected and to know who has had access to this data.
- **Consent:** The collection and use of personal data must be fair and lawful and in accordance with the DPA's eight data protection principles. Personal data should only be used for the purposes agreed by the data subject. If personal data is to be shared with a third party or used for another purpose, the data subject's consent should be explicitly obtained.

Southampton Street Pastors is a registered charity (no. 1137759) and a company registered in England (no. 7292166).

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Supported by



Street Pastors is an initiative of Ascension Trust: www.ascensiontrust.org.uk

Access: Everyone should have the right to know the roles and groups of people within an organisation who have access to their personal data and who has used this data.

- **Stewardship:** Those collecting personal data have a duty of care to protect this data throughout the data life span.

Type of information processed

Southampton Street Pastors processes the following personal information:

- Volunteer's personal data.
- Contact details of partners.
- Patrol logs which contain information on members of the public.
- Details of referees provided during recruitment process.
- Information on interviews with potential members of staff and / or volunteers.
- Incident reports.
- Safeguarding matters.
- Personal information of Trustees.
- Decision making process concerning Trustees and staff.

Personal information is kept in the following forms:

- Paper copies pertaining to volunteer's recruitment applications are stored in paper form.
- Computer files containing volunteer's personal data, staff details past/present, Incident reports, safeguarding matters, personal information of Trustees and decision making process concerning Trustees and staff etc.

Groups of people within the organisation who will process personal information are:

- Staff
- Trustees
- Team Leaders at interview stage of volunteers who will record their findings of the applicant at interview.

Notification

The needs we have for processing personal data are recorded on the public register maintained by the Information Commissioner. We notify and renew our notification on an annual basis as the law requires.

If there are any interim changes, these will be notified to the Information Commissioner within 28 days.

The name of the Data Controller within our organisation as specified in our notification to the Information Commissioner is Mike Sarson.

Responsibility

Under the Data Protection Guardianship Code, overall responsibility for personal data in a not for profit organisation rests with the governing body. In the case of Southampton Street Pastors, this duty of confidentiality for information obtained or received whilst working for SSP remains even after the staff member or volunteer leaves SSP.

All members of staff, Trustees and volunteers in SSP are responsible for ensuring any information they hold or are party to, is handled in line with SSP policies and the Data Protection Act. This duty of confidentiality for information obtained or received whilst working for SSP remains even after the staff member, Trustee or volunteer leaves SSP. Staff members will be responsible for -

- understanding and communicating obligations under the Act
- identifying potential problem areas or risks
- producing clear and effective procedures
- notifying and annually renewing notification to the Information Commissioner, plus notifying of any relevant interim changes.

Breach of this policy will result in a review and appropriate disciplinary action and when appropriate a disclosure to the Information Commissioners.

Policy Implementation

To meet our responsibilities staff, volunteers and trustees will:

- Ensure any personal data is collected in a fair and lawful way;
- Explain why it is needed at the start;
- Ensure that only the minimum amount of information needed is collected and used;
- Ensure the information used is up to date and accurate;
- Review the length of time information is held;
- Ensure it is kept safely;
- Ensure the rights people have in relation to their personal data can be exercised

We will ensure that:

- Everyone managing and handling personal information is trained to do so.
- Anyone wanting to make enquiries about handling personal information, whether a member of staff, volunteer or service user, knows what to do;
- Any disclosure of personal data will be in line with our procedures.

Queries about handling personal information will be dealt with swiftly and politely.

Training

Training and awareness raising about the Data Protection Act and how it is followed in this organisation will take the following forms:

On induction: Volunteers will receive input and have to sign that they have received and read the policy.

General training/ awareness raising: The policy is further outlined in routine refresher training.

Data Security

The organisation will take steps to ensure that personal data is kept secure at all times against unauthorised or unlawful loss or disclosure. The following measures will be taken:

- All paper files are secured in a secured office and/or secured cabinet.
- SSPs computer files are all password protected.
- SSPs computer system is protected with robust anti-malware software.
- Any data sticks used are password protected.
- Salesforce.com - All volunteer information is managed on Salesforce. The coordinator, operations managers and office manager have access to this. Login details are not to be shared with others.
- Post Book - At present we record all post sent (date, recipient, purpose) and all important post received, but never junk mail or circulars.
- Information about volunteers will be kept in lockable filing cabinets by the coordinator, who must ensure that their line manager knows how to gain access.
- Personnel information will be kept in a lockable filing cabinet as designated by the management committee and will be accessible by the Chair of the management committee.
- Confidential information should not be taken from work to home. You should also ensure that the information is not available to others outside SSP (not left on your personal computer's hard drive for example) and ensure such information is not left in your vehicle.
- It is accepted that on certain occasions you may need to discuss an issue with other people, your supervisor, line manager, team leader or a Trustee, for example. If this occurs it must be made absolutely clear that all people concerned are bound by confidentiality and that confidential matters must not be discussed outside SSP.
- DBS Disclosures - SSP complies fully with the DBS Code of Practice regarding the correct, use, storage, retention and disposal of Disclosures and disclosure. Please refer to the relevant policies for more detail.

Any unauthorised disclosure of personal data to a third party by an employee may result in disciplinary action and or a disclosure to the Information Commissioners.

Any unauthorised disclosure of personal data to a third party by a volunteer or trustee may result in disciplinary action and or a disclosure to the Information Commissioners.

Subject Access Requests

Anyone whose personal information we process has the right to know:

- What information we hold and process on them
- How to gain access to this information
- How to keep it up to date
- What we are doing to comply with the Act.

They also have the right to prevent processing of their personal data in some circumstances and the right to correct, rectify, block or erase information regarded as wrong.

Individuals have a right under the Act to access certain personal data being kept about them on computer and certain files. Any person wishing to exercise this right should apply in writing to Mike Sarson, Operations Manager, 135 St. Mary Street, Southampton SO14 1NX.

We may make a charge of £20 on each occasion access is requested.

The following information will be required before access is granted:

- Why the person requires the data.
- What is the connection between them and the requested data.
- When was the incident leading to the recording of data.

We may also require proof of identity before access is granted. The following forms of ID will be required:

- Copy of photographic ID (i.e. Passport, driving licence etc.)
- Copy of address (i.e. utility bill, bank statement etc.)

Queries about handling personal information will be dealt with swiftly and politely.

We will aim to comply with requests for access to personal information as soon as possible, but will ensure it is provided within the 40 days required by the Act from receiving the written request (and relevant fee).

Review

This policy will be reviewed at intervals of two years to ensure it remains up to date and compliant with the law.

Maintenance of Records

All staff will be expected to participate in periodic or annual weeding of paper and IT files in line with this policy.

Conclusion

These guidelines will not cover every eventuality. Anyone in doubt about an issue of confidentiality should also consult other related policies as listed below and seek the view of a colleague.

- Recruitment of Ex-offenders
- Equal Opportunities Policy
- IT Policy
- Secure Storage & Handling of Disclosure Information
- Child and Vulnerable Adult Protection Policy

Declaration

I confirm I have read and understood Southampton Street Pastor's Data Protection Policy and will act in accordance with it.

I am connected with this organisation in my capacity as a

- Member of staff
- Volunteer
- Trustee/ management committee member

Signature:

Print name:

Date:

Please return this form to (insert name and contact details of the person in the organisation)