

New Opportunities for Community & Support (NOCS) Reg charity No. 1174878

Data Protection Policy and Procedures

Introduction

New Opportunities for Community & Support (NOCS) is committed to a policy of protecting the rights and privacy of individuals. NOCS needs to collect and use certain types of Data in order to carry on our work. This personal information must be collected and dealt with appropriately.

The Data Protection Act 1998 (DPA) governs the use of information about people (personal data). Personal data can be held on computer or in a manual file, and includes email, minutes of meetings, and photographs. NOCS will remain the data controller for the information held. NOCS trustees and staff will be personally responsible for processing and using personal information in accordance with the Data Protection Act.

Volunteers involved in NOCS, who have access to personal information, will be expected to read and comply with this policy, or have it explained to them.

Purpose

The purpose of this policy is to set out NOCS' commitment and procedures for protecting personal data. NOCS regards the lawful and correct treatment of personal information as very important to successful working, and to maintaining the confidence of those with whom we deal.

The Data Protection Act

This contains 8 principles for processing personal data with which NOCS will comply. Personal data:

1. Shall be processed fairly and lawfully and, in particular, shall not be processed unless specific conditions are met.
2. Shall be obtained only for one or more of the purposes specified in the Act, and shall not be processed in any manner incompatible with that purpose or those purposes,
3. Shall be adequate, relevant and not excessive in relation to those purpose(s)
4. Shall be accurate and, where necessary, kept up to date,

5. Shall not be kept for longer than is necessary
6. Shall be processed in accordance with the rights of data subjects under the Act,
7. Shall be kept secure by the Data Controller who takes appropriate technical and other measures to prevent unauthorised or unlawful processing or accidental loss or destruction of, or damage to, personal information,
8. Shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal information.

The following list contains definitions of the technical terms we have used and is intended to aid understanding of this policy:

Data Controller – The person who (either alone or with others) decides what personal information NOCS will hold and how it will be held or used.

Data Protection Act 1998 – The UK legislation that provides a framework for responsible behaviour by those using personal information.

Data Protection Officer – The trustee/manager who is responsible for ensuring that NOCS follows its data protection policy and complies with the Data Protection Act 1998

Data Subject/Service User – The individual whose personal information is being held or processed by NOCS (for example: a service user or a supporter)

‘Explicit’ consent – is a freely given, specific and informed agreement by a Data Subject (see definition) to the processing of personal information about her/him.

Explicit consent is needed for processing sensitive data this includes the following:

- (a) racial or ethnic origin of the data subject
- (b) political opinions
- (c) religious beliefs or other beliefs of a similar nature
- (d) trade union membership
- (e) physical or mental health or condition
- (f) sexual orientation
- (g) criminal record
- (h) proceedings for any offence committed or alleged to have been committed

Notification – As a not-for-profit charity, we understand that NOCS does not have to register with the Information Commissioners Office (ICO) about our data processing activities.

Information Commissioner – The UK Information Commissioner responsible for implementing and overseeing the Data Protection Act 1998.

Processing – means collecting, amending, handling, storing or disclosing personal information.

Personal Information – Information about living individuals that enables them to be identified – e.g. names, addresses, telephone numbers and email addresses. It does not apply to information about organisations, companies and agencies but applies to named persons, such as NOCS individual members or volunteers.

Applying the Data Protection Act within NOCS

Whilst access to personal information is limited to the staff and, perhaps occasionally, volunteers at NOCS. Volunteers at NOCS may undertake additional tasks which involve the collection of personal details from members of the public, e.g. for fundraising purposes.

In such circumstances we will let people know why we are collecting their data and it is our responsibility to ensure the data is only used for this purpose.

Correcting data Individuals have a right to have data corrected if it is wrong, to prevent use which is causing them damage or distress or to stop marketing information being sent to them.

Responsibilities

NOCS is the Data Controller under the Act, and is legally responsible for complying with the Act, which means that it determines what purposes personal information held will be used for.

Trustees will take into account legal requirements and ensure that they are properly implemented, and will through appropriate management, apply strict application of criteria and controls:

- Observe fully conditions regarding the fair collection and use of information.
- Meet its legal obligations to specify the purposes for which information is used.
- Collect and process appropriate information, and only to the extent that it is needed to achieve its charitable objectives, its operational needs, or to comply with any legal requirements.

- Ensure the quality of information used.
- Ensure that the rights of people about whom information is held, can be fully exercised under the Act. These include:
 - The right to be informed that processing is being undertaken
 - The right of access to one's personal information
 - The right to prevent processing in certain circumstances and
 - The right to correct, rectify, block or erase information which is regarded as wrong information.
- Take appropriate technical and organisational security measures to safeguard personal information.
- Ensure that personal information is not transferred abroad without suitable safeguards.
- Treat people justly and fairly whatever their age, religion, disability, gender, sexual orientation or ethnicity when dealing with requests for information.
- Set out clear procedures for responding to requests for information

The Data Protection Officer for NOCS is:

Name: Nocturin Lacey-Clarke (General Manager)

Contact Details: nocscharitygm@gmail.com

The Data Protection Officer will be responsible for ensuring that the policy is implemented and will have overall responsibility for:

- Everyone processing personal information understands that they are contractually responsible for following good data protection practice
- Everyone processing personal information is appropriately trained/briefed to do so
- Everyone processing personal information is appropriately supervised
- Anybody wanting to make enquiries about handling personal information knows what to do

- Dealing promptly and courteously with any enquiries about handling personal information
- Describing clearly how NOCS handles personal information
- Will regularly review and audit the ways NOCS holds, manages and uses personal information
- Will regularly assess and evaluate NOCS' methods and performance in relation to handling personal information
- Ensuring all staff and volunteers are aware that a breach of the rules and procedures identified in this policy may lead to action being taken against them

This policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Data Protection Act 1998.

In case of any queries or questions in relation to this policy please contact NOCS Data Protection Officer.

Data collection

Informed consent

Informed consent is when a Data Subject clearly understands why their information is needed, who it will be shared with, the possible consequences of them agreeing or refusing the proposed use of the data - and then gives their consent.

NOCS will ensure that data is collected within the boundaries defined in this policy. This applies to data that is collected in person, or by completing a form. NOCS has particular challenges in this respect as some of our members have special needs or sensitivities.

When collecting data, NOCS will ensure that the Data Subject (**and/or parent/carer, where appropriate**):

- Clearly understands why the information is needed
- Understands what it will be used for and what the consequences are should the Data Subject decide not to give consent to processing
- As far as reasonably possible, grants explicit consent, either written or verbal for data to be processed

- Is, as far as reasonably practicable, competent enough to give consent and has given so freely without any duress
- Has received sufficient information on why their data is needed and how it will be used

Data Storage

Information and records relating to service users will be stored securely and will only be accessible to authorised trustees/managers.

Information will be stored for only as long as it is needed or required statute and will be disposed of appropriately.

It is NOCS responsibility to ensure all personal and company data is non-recoverable from any computer system previously used within the organisation, which has been passed on/sold to a third party.

This policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Data Protection Act 1998.

Data Subject Access Requests

Members of the public may request certain information from the Local Authority under the **Freedom of Information Act 2000**. The Act does not apply to NOCS. However if at anytime we undertake the delivery of services under contracts with the Local Authority we may be required to assist them to meet the Freedom of Information Act request where we hold information on their behalf.

Disclosure

NOCS may need to share data with other agencies such as the local authority, funding bodies and other voluntary agencies.

The Data Subject will be made aware in most circumstances how and with whom their information will be shared. There are circumstances where the law allows NOCS to disclose data (including sensitive data) without the data subject's consent. These are:

1. Carrying out a legal duty or as authorised by the Secretary of State
2. Protecting vital interests of a Data Subject or other person
3. The Data Subject has already made the information public

4. Conducting any legal proceedings, obtaining legal advice or defending any legal rights
5. Monitoring for equal opportunities purposes – i.e. collective data on race, disability or religion
6. Providing a confidential service where the Data Subject's consent cannot be obtained or where it is reasonable to proceed without consent: e.g. where we would wish to avoid forcing stressed or ill Data Subjects to provide consent signatures.

NOCS regards the lawful and correct treatment of personal information as very important to successful working, and to maintaining the confidence of those with whom we deal.

NOCS intends to ensure that personal information is treated lawfully and correctly.

Risk Management

The consequences of breaching Data Protection can cause harm or distress to service users if their information is released to inappropriate people, or they could be denied a service to which they are entitled. Volunteers should be aware that they can be personally liable if they use personal data inappropriately. This policy is designed to minimise the risks and to ensure that the reputation of NOCS is not damaged through inappropriate or unauthorised access and sharing.

Destroying personal data.

Personal data should only be kept for as long as it is needed i.e. only for the duration of the purpose for which it was collected e.g. administering a campaign/project and securely dispose of data once the promotion and monitoring period is complete. Review lists annually. We will ensure that information is confidentially destroyed at the end of the relevant retention period.

Relationship with Other Policies

The Data Protection policy relates to the following other policies:

- Whistleblowing policy
- Communications, Email and Internet policy

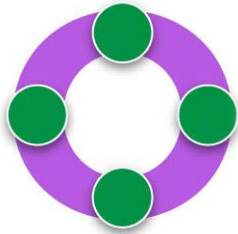
Approval and Review

Policy agreed 25th October 2023

Next review October 2025

This policy will be reviewed every two years by the Board of Trustees, or sooner if required by changes in NOCS circumstances or by changes in law.

New Opportunities for Community and Support in partnership with Noc's Box





New Opportunities for Community and Support

DATA PROTECTION POLICY AND PROCEDURES

Statement of Agreement

I am connected with NOCS in my capacity as a

- Member of staff
- Volunteer
- Trustee/ management committee member
- I confirm I have read and understood NOCS Data Protection Policy and will act in accordance with it.

Signed: _____NAME_____

Dated: _____