



## **Little Village**

### **Data Protection Policy and Procedures**

#### **Introduction**

Little Village is committed to a policy of protecting the rights and privacy of individuals. Little Village needs to collect and use certain types of Data in order to carry out 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The Data Protection Act 1998 (DPA) governs the use of information about people (personal data) which will be superseded by the General Data Protection Regulation (GDPR) May 2018. Personal data can be held on computer or in a manual file, and includes email, minutes of meetings, and photographs. Little Village will remain the Data Controller for the information held. Little Village and volunteers will be personally responsible for processing and using personal information in accordance with the GDPR.

Trustees, staff, Operating Committee members and volunteers running Little Village who have access to personal information, will be expected to read and comply with this policy.

#### **Purpose**

The purpose of this policy is to set out Little Village's commitment and procedures for protecting personal data. Little Village 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 with.

1. We want to collect limited personal information of clients in order to fulfil a referral request.
2. We want to use (1) to contact individuals about deliveries, product safety recalls or other information critical to completing our referral service.
3. We want to use (1) to contact individuals who have received our support to inform them about changes to our service or events which might be of interest to them.
4. We want to collect personal information from our referral partners and volunteers in order for our service to ensure good communication.
5. We want to maintain a list of people who have donated to us before, so that we can contact them to ask them to do so again.
6. We want to maintain a list of people who have donated physical items to ask to say thank you and to ask if they would like to hear from us further.
7. We want to claim gift aid on a person's donations.
8. We want to use (3) to research the donors' financial background using public sources to work out what kind of approach to make to them.

9. We want to maintain accurate records of clients in order to anonymise data to use in funding applications and publicity.
10. We want to use the limited personal data we collect and store for 5 years before anonymising for long term use in order to assess the impact of our services.
11. We want to maintain a list of people who have explicitly told us that they don't want to be contacted by us again.
12. We want to maintain contact information for anyone who has volunteered for Little Village so we can contact them about future volunteering opportunities.
13. We want to keep our volunteer, client and referrer database information up to date.

## The GDPR

In line with the GDPR principles (Article 5), Little Village 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 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. 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.
- **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

Little Village processes the following personal information (information that allows a person to be identified):

- Volunteer and donor name, address, email and contact number
- Referrer name, email address and contact number
- Client name, email address, phone number, postcode but NOT full address unless specifically given by client for delivery purposes, in which case it is destroyed once delivery is complete, sex and age of children, ethnicity.
- Information required by HMRC in relation to financial donations subject to Gift Aid.

Personal information is emailed to a secure email address by the referrer, volunteer or donor and is then uploaded to the client database. If paper requests of referrals or volunteer applications are received they are uploaded to the client database upon which the paper copy is destroyed.

Staff data including personal and financial records are only available to the Head of Operations, CEO, Trustee Treasurer and pay roll.

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

- Trustees, staff, treasurers, front desk volunteers, delivery volunteers and family liaison volunteers.

## **Applying the GDPR within Little Village**

Whilst access to personal information is limited to the aforementioned staff and volunteers at Little Village, volunteers at Little Village may undertake additional tasks which involve the collection of personal details from members of the public.

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**

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

The Board of Trustees will take into account legal requirements and ensure that it is properly implemented, and will through appropriate management, 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 fulfil 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 GDPR. 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 on the Board of Trustees is: Jennifer Lucas

The Data Protection Officer for Wandsworth Site is:

Name: Rebecca Wilson

Contact Details: [rebecca@littlevillagehq.org](mailto:rebecca@littlevillagehq.org)

The Data Protection Officer for Camden Site is:

Name: Sharon Traub

Contact Details: [sharon@littlevillagehq.org](mailto:sharon@littlevillagehq.org)

The Data Protection Officer for Southwark Site is:

Name: Clare Hill

Contact Details: [clare@littlevillagehq.org](mailto:clare@littlevillagehq.org)

The Data Protection Officer for all press and media contacts is:

Name: Clare Thorp

Contact Details. [Clare.thorp@littlevillagehq.org](mailto:Clare.thorp@littlevillagehq.org)

The Data Protection Officer for all donor contact details is:

Name: Sophia Parker

Contact Details: [sophia@littlevillagehq.org](mailto:sophia@littlevillagehq.org)

The Data Protection Officer(s) 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 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
- Describe clearly how Little Village handles personal information
- Will regularly review and audit the ways Little Village holds, manages and uses personal information
- Will regularly assess and evaluate Little Village's methods and performance in relation to handling personal information
- 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 GDPR.

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

## **Training**

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

On induction: all volunteers are given a copy of our data protection policy and asked to sign the Volunteers' Agreement to show they have read and understood it. Specific induction is given regarding volunteer roles that deal with personal data. Only staff (or key volunteers at Start up Sites where there is yet to be a paid data officer) and trustees have access to passwords and locked files.

General training / awareness raising: Before every session attended by families we support there is a reminder briefing in which the responsibilities of the volunteer and data protection are highlighted.

Further training is available to trustees and staff through outside agencies where necessary and a training log is kept of those who have attended.

## **Data collection**

Before personal information is collected, we will consider:

- What information we need in order to deliver our service efficiently
- What information we need in order to show the impact of our service
- How long we will keep the information on record -
  - o We will keep data on clients for a maximum of 5 years from the client's last use of our service.
  - o We will keep volunteer data for 1 year after their last contact with us, then it will be deleted.
  - o We will keep data on Gift Aid declarations for 6 years, in accordance with HMRC regulations.
  - o Anonymised data and aggregate totals will be maintained beyond the destruction of individual records so we can assess the impact of our services.

We will inform people whose information is gathered about the following:

- That we need key information in order to deliver our service
- That their information will be recorded in our Client Database, which is only accessed by staff (or key volunteers at Start up Sites where there is yet to be a paid data officer) and trustees and is password protected.
- That by ticking the box on the referral form, they consent to Little Village using their anonymised data.
- That by ticking the box on the referral form, they can opt in to our communications about future events, etc.

- That by ticking the box on the referral form, they consent to being contacted in order for us to complete our service (such as making an appointment, delivery, product recall, out of stock items).
- That donors who donate will need to explicitly opt in to our communications, requests for further donations etc.
- That staff will have relevant financial and personal information kept in the HR files in order to enable Little Village to meet legal and contractual obligations.

## **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 referrals are emailed to a secure email address which only staff members (or key volunteers at Start-Up Sites where there is yet to be a paid data officer) and one trustee have access to.
- Clients are only requested to give their full address if they require our delivery service, the information of which is held on a secure spreadsheet within our Microsoft Teams space, on a password protected device and destroyed once delivery is completed. Clients are asked to give their email address and phone number, to enable appointments to be made directly at some sites.
- Volunteers are sometimes required to collect the above data from clients and record on a paper referral form. All volunteers are specifically told in their induction and reminded at each session briefing that all paper copies of referral documents should be given to the Site Director or Referrals Manager at the end of each session.
- Any paper referrals that are taken by family liaison volunteers are passed to the Referrals Manager who will shred them once the information has been uploaded to the client database.
- All volunteer and donor information is contained on separate, protected spreadsheets, which is only accessible to certain staff members with access to the relevant Microsoft Teams site.
- Any paper copies of volunteer agreements are kept in a secure filing cabinet.
- We do not keep paper copies of DBS Certificates and only a record of DBS numbers and their date of issue is kept on a protected spreadsheet, stored in a secure area of Microsoft Teams.
- Little Village will use our best efforts to ensure that any outside agencies or contractors used to process data (such as payroll, fundraising etc.) also comply to the law and will adhere to the GDPR regulations.

## **Existing Records**

Little Village intends to use the “legitimate interest” principle of the GDPR in relation to information about volunteers and donors which was collected and stored before the date of this policy. Appendix 1 details the circumstances in which legitimate interest will be applied.

## **Data Breach**

Any unauthorised disclosure of personal data to a third party by an employee may result in disciplinary action being taken.

The trustees are accountable for compliance of this policy. A trustee could be personally liable for any penalty arising from a breach that they have made.

Any unauthorised disclosure made by a volunteer may result in the termination of the volunteering agreement.

If a volunteer or member of staff is made aware of a data breach they should notify the Site Director who will then inform the Operations Director.

Any serious data breaches or data loss will be reported to the Information Commissioners Office and the Charity Commission. This includes:

- Charity data that has been accessed by an unknown person and/or deleted.
- A charity device, containing personal details of beneficiaries or staff, has been stolen or gone missing and it's been reported to the police;
- Charity funds lost due to an online or telephone 'phishing scam', where trustees were conned into giving out bank account details;
- A Data Protection Act breach has occurred and been reported to the ICO.

## **Data 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 Emily Compston (emily@littlevillagehq.org).

The following information will be required before access is granted:

- Full name and contact details of the person making the request

- Relationship with the organisation and applicable timescales

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

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 28 days required by the GDPR from receiving the written request.

## **Disclosure**

Little Village 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 Little Village 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. 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. a safeguarding concern for the welfare of the child or adult

Little Village 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.

## **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 clients' personal data inappropriately. This policy is designed to minimise the risks and to ensure that the reputation of Little Village is not damaged through inappropriate or unauthorised access and sharing.

## **Further information**

If members of the public/or stakeholders have specific questions about information security and data protection in relation to the Little Village please contact the Data Protection Officer.

The Information Commissioner's website ([www.ico.gov.uk](http://www.ico.gov.uk)) is another source of useful information.

Signed: Jennifer Lucas

Dated: 22<sup>nd</sup> January 2020

Review Date: January 2021

## Appendix 1: Little Village GDPR Approaches

### Background and Definitions

#### CONSENT

Consent is not defined in the Data Protection Act. However, the European Data Protection Directive (to which the Act gives effect) defines an individual's consent as:

*...any freely given specific and informed indication of his wishes by which the data subject signifies his agreement to personal data relating to him being processed.*

Under the GDPR, organisations using consent as the basis for contact or data processing, will need to actively collect and then maintain consents (opt-ins) from existing and new contacts in order to store information, or before any contact can be made (using personal data). The bar is set very high on the quality of this consent.

#### LEGITIMATE INTEREST

GDPR presents legitimate interest as a valid condition for processing as follows:

*“where processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.”*

Organisations using legitimate interest as the basis for processing data will need to be able to demonstrate that they have balanced the rights of the individual data subject with their own interests. They will need to record and explain the rationale for using legitimate interest and they need to be aware that the data subject can challenge.

Contacting all individuals who we already hold data on to collect permission could lead to a significant reduction in numbers of people on our databases. Not everyone will respond and of those that do, tick a consent box – even if they are actively in contact with Little Village. Harvesting and maintaining permissions could quickly become the major preoccupation of operating teams.

Legitimate interest is a simpler approach and recent guidance from the Information Commissioner's Office (ICO) suggests they now consider this route is likely to be chosen by charities in many cases. However, the charity needs to specify and record the grounds on which it believes legitimate interest applies in each case. Organisations can also not rely on consent and legitimate interest for the same set of data, i.e., if a group of individuals are contacted to request consent but consent is not given by some, we could not then retain their information under legitimate interest.

### Proposed Approaches for Little Village

Our updated Data Protection Policy outlines the personal information we collect on various groups that come into contact with our charity, why this collected and how and why it is held. We have updated all of the forms we use to collect this information to contain a robust set of consents around storing data and opt-ins for future contact for relevant reasons depending on the group of people using the form. Given consents will be recorded and stored securely.

To judge which route should apply, and to enable us to articulate these to others, we set out to establish some principles.

- We believe we have a legitimate interest to contact volunteers and referrers which enable us to operate.
- We would balance the interests of volunteers and referrers with our need to operate.
- Where we are using legitimate interest we would ensure we are staying within the realms of what people might expect.
- We would use legitimate interest as a basis to contact engaged volunteers and referrers with materials consistent with their current behaviour.
- We would use legitimate interest to contact existing volunteers and referrers with newsletters and through this route invite further participation via consent.
- We would use consent for all new contact service users, volunteers and referrers.
- We would use legitimate interest to contact families via email if they have given their consent for the purposes of making an appointment.

## Fundraising

We do not currently have any (or very few) financial donors on a regular giving scheme, and as such do not have a large financial donor database who we would contact about and future fundraising campaigns. If this is something we decide to pursue in the future, we should revisit this policy. Many other charities are relying on legitimate interest for contact relating to fundraising.

Group	Proposed Approach	Action Required	
Existing Volunteers	<p>Legitimate interest to hold their information as charity needs to be able to contact them to operate. Not harming rights of individuals as contact is in line with reason individuals originally provided data.</p> <p>Inform individuals that they will be kept on our database and give them the option to opt-out.</p>	Send local newsletters to existing data base (legitimate interest) including link to new policy and right to have data removed and no longer receive correspondence: Site Directors to include language from HQ in email to be sent May 2018	Completed
New Volunteers	Collect consents (data retention and future contact) at point of contact and store securely.	Online contact form to be updated with new opt-in consents	Completed
Existing Service Users	<p>Hold anonymised data in line with policy.</p> <p>Cannot contact without obtaining new set of consents. New consents to</p>	Site Directors and Referrals Managers to delete historic correspondence by which individuals could be identified.	Completed

	be obtained for any service user we have contact with and stored securely.		
New Service Users	Collect consents (data retention and future contact) at point of contact and store securely.	Paper and online contact form to be updated with new opt-in consents.  Site Directors/Referral Managers to email consents to individuals contacting us not using standard new forms.	Completed
Existing Referrers	Legitimate interest to hold their information as charity needs to be able to contact them to operate. Not harming rights of individuals as contact is in line with reason individuals originally provided data.  Inform individuals that they will be kept on our database and give them the option to opt-out.	Send local newsletters to existing data base (legitimate interest) including link to new policy and right to have data removed and no longer receive correspondence: Site Directors to include language from HQ in email to be sent May 2018	Completed
New Referrers	Collect consents (data retention and future contact) at point of contact and store securely.	Paper and online contact form to be updated with new opt-in consents.  Site Directors/Referral Managers to email consents to individuals contacting us not using standard new forms.	Completed
Donors - equipment	We do not currently have an existing database of equipment donors. New consent will be obtained if we wish to establish this in the future.		
Donors - financial	We retain the information we are required to relating to Gift Aid. This is in the		

	<p>legitimate interest of the charity to allow us to comply with regulations.</p> <p>If we wanted to use this information to contact donors about future giving, we could use legitimate interest but we should revisit this at the time.</p>		
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

Jennie Lucas, January 2020