

Derbyshire Voluntary Action

GDPR Privacy Policy

Policy Statement

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POLICY STATEMENT

Your privacy is important to Derbyshire Voluntary Action. In our role as a liaison and linking service within Derbyshire's voluntary and community sector, and between the voluntary sector and the wider health and social care sector in Derbyshire, information is a vital part of our day-to-day operations. We are committed to performing our role responsibly, in the best interests of our members and stakeholders - whilst protecting the rights of our data subjects. This privacy policy provides information about the different types of personal data we collect and the ways in which we use it. Please note that not all of this may be applicable to you. If in doubt, please feel free to check by contacting us using the contact details included at Section 9.

1. What data do you hold about me?

During the course of our work, Derbyshire Voluntary Action may collect and store the following personal data:

- your name
- geographical location (including your place of work and in some cases your personal postal address and postcode)
- telephone number(s)
- email address
- social media identity
- photograph
- bank account number and sort-code

Special categories of data

The EU General Data Protection Regulation (“GDPR”) recognises certain categories of personal information as sensitive, and therefore requiring more protection. These categories of data include information about your health, ethnicity, and political opinions. In certain situations, we may collect and/or use special categories of data (for example in order to make adjustments for any disabilities or dietary requirements you may have when attending our events) or if you are a client of our social prescribing service.

We will only process these special categories of data if there is a valid reason for doing so and where the GDPR allows us to do so.

2. How do you get the data?

We collect your personal data in **direct** and **indirect** ways.

Directly: when you share your information with us:

- via email
- in letters and correspondence sent through the post
- by giving us your business card
- verbally, in person or over the telephone

and through:

- application forms for membership, funding, employment and volunteering opportunities,
- attendance registers at our events,
- project evaluation reports,
- your response to surveys and consultations which we may conduct, and
- members of our staff taking your photograph (with your consent).

Indirectly:

- Other people or organisations may share your information with us, for example, other users of our services, partners, service commissioners and providers, event organisers, health and social care professionals, etc.
- From time to time, we may also collect information about you that you or others place in the public domain, for example, from websites, print media and social media (such as, when you follow us, like us or otherwise interact with us on or via Twitter, Facebook and Instagram).
- When you visit our website. Derbyshire Voluntary Action uses cookies to improve your experience on our website. Please refer to our cookies policy for details on the way our use of cookies may affect your personal data.
- Occasionally, we may combine information you provide to us with information available from external publicly available sources. We use this information to gain a better understanding of you, promote your services and to improve our communications.

3. Why do you need my data?

As a member of Derbyshire Voluntary Action or as a stakeholder who uses our services, you have the opportunity to:

- Receive information and keep up to date about what’s happening in the voluntary and community sector and in the health and social care sector in Derbyshire;
- Meet fellow representatives from groups and organisations working in the community and voluntary sector at our quarterly Health and Social Care Forum;
- Express your views about issues affecting your group, the people you help, and the voluntary and community sector in general;
- Influence the way that Derbyshire Voluntary Action is run and the work that it does;

- Hear from us individually/directly about specific topics, which we feel may be of particular importance, relevance and interest to you in your professional role;
- Apply for and receive funding from the small grants programmes that we manage and administer.

We keep your personal information so we can provide to you the benefits described above and in doing so, fulfil the role we are commissioned to perform.

We need your data so that we can:

- Keep a record of our membership;
- Provide you with services and/or information you request from us;
- Get in touch with you to keep you up to date about our work and about issues and latest news from stakeholders in the health and social care sector;
- Communicate with the wider health and social care-related voluntary sector about news and issues which we believe are important, relevant and interesting;
- Enable interested third parties to find out about the health related voluntary and community sector in Derbyshire;
- Conduct consultations and surveys;
- Support new partnership formation and development;
- Monitor and evaluate the effectiveness of our work.

As a Trustee, employee or volunteer, we need your data so we can fulfil our legal obligations as a registered charity, a company limited by guarantee, as an employer and as an accredited provider of volunteer opportunities.

4. How do you store my data and how do you keep it secure?

Your information may be stored in both electronic and paper format.

We do our best to make sure that there are appropriate and proportionate technical and organisational measures in place to prevent the loss, destruction, misuse, alteration, unauthorised disclosure or access to your personal information.

5. How long will you keep my data?

We will keep your information while you are a member of Derbyshire Voluntary Action. In all other cases we will only keep your data for as long as is necessary for us to fulfil our contractual obligations as a voluntary and community infrastructure organisation, including personal data contained in emails.

6. Who do you share my data with and why?

Your data may be shared internally within Derbyshire Voluntary Action and externally within the health and social care sector in Derbyshire.

Internally: Amongst our staff and between our different projects. The personal data we process and store is stored securely and is only accessible to appropriately trained staff, volunteers and contractors within Derbyshire Voluntary Action.

Externally: amongst fellow health and social care sector professionals, for example, to enable new connections amongst voluntary sector groups and organisations, and the development of new partnerships.

Otherwise than as set out in this policy, we will only ever share your data with your informed consent.

7. What rights do I have?

You have the following rights:

- To be informed about how we use your personal data;
- To update your personal data;
- To ask us to delete your personal data;

- To request and receive a copy of the personal data we hold;
- To make a complaint to the Information Commissioner if you believe we are in breach of our obligations in respect of data protection.

8. How do I change my preferences about the information you send to me?

You can opt-in or opt-out of receiving information from Derbyshire Voluntary Action at any time by emailing info@dva.org.uk or telephoning 01246 555908. We will implement any changes you request within 48 hours.

You can unsubscribe from our e-bulletins by following unsubscribe link which appears at the bottom of each bulletin we send.

9. How can I contact you?

You can contact Derbyshire Voluntary Action:

- by telephone on: 01246 555908
- by email at info@dva.org.uk
- online at www.dva.org.uk – using the “contact us” form
- in person, by prior appointment at our office at 3rd Floor, Dents Chambers, 81 New Square, Chesterfield S40 1AH.

10. Resolving Issues about data

Derbyshire Voluntary Action will always do its best to resolve any data protection or data privacy issues. You have the right to refer any data privacy issue to the Information Commissioner’s Office (ICO) at any time.

11. Protecting Personal Data Procedure

Desk/office

- Any hard copies of client personal files must be locked away at all times when you are away from your office/desk.
- Try and maintain a clear desk policy where possible to help avoid any client data accidentally being left on your desks.
- When any data from hard copy files such as client referral forms, first assessment forms etc have been entered onto the client database or scanned onto the case notes file, always either shred the paperwork or lock it away in a filing cabinet.
- When printing/photocopying/scanning any client data, do not leave the data at the printer or on the photocopier. Collect the printing or photocopies straight away.
- Lock all client related paperwork that hasn’t yet been inputted onto the system away in a filing cabinet and keep the key in a safe place.

IT systems

- Never leave the client database or client case notes file open on your computer when you are not at your desk.
- Screen lock your computer when away from your desk.
- If working from home, ensure family members or friends do not have access to your work files either via paperwork files or on your laptop.
- Ensure other staff do not have your IT password.
- When sending patient information to external organisations always use NHS.net

Working away from your office

- Do not leave any client files in your car at any point during the day or evening.
- Do not take any unnecessary client data out of the office.
- Do not let clients see other clients' paperwork/details/information.
- Always have security settings on your work mobile phones; (password protect it).
- Where possible try to return all client paperwork to the office at the end of the day.
- If you need to keep client paperwork overnight, this needs to be in a secure location in your house.

Date:

30 Sept 2018

Review date:

Sept 2023

Data Breach Report Form

Please complete this form in the event of a data breach or data security incident:

To be completed by employee	
Date of incident	
Date incident was discovered	
Name of the individual reporting incident	
Contact details of the individual reporting incident	
Where the incident occurred	
Description of the incident	
Number of data subjects affected by incident	
Personal data placed at risk by incident	
Description of any actions taken at the point of discovery	

To be completed by the Data Protection Officer or Derbyshire Voluntary Action Manager	
Name of individual receiving report	
Date report received	
Name of individual the report was forwarded to for action	
Date the report was forwarded for action	