

## Data Protection Policy

**Signed off by Board:** 3<sup>rd</sup> February 2025

**Scheduled review date:** February 2027

**Principle:** Woman's Trust will comply with both the Data Protection Act 2018, General Data Protection (GDPR) Regulations and good practice and ensure that individual rights will be respected.

**Purpose:** The purpose of this policy is to enable Woman's Trust to:

- comply with the law in respect of the data it processes and holds about individuals;
- follow good practice;
- protect Woman's Trust's clients, staff, volunteers and other individuals
- protect the organisation from the consequences of a breach of its responsibilities.

**Applies to:** WT staff, trustees, sessional workers and volunteers

### Introduction

#### Brief introduction to Data Protection Act 2018

The Data Protection Act and General Data Protection regulation gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly.

The Act works in two ways. Firstly, it states that anyone who processes personal information must comply with the following principles, which make sure that personal information is processed:

- Fair and lawful, transparent
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate and up to date
- Not kept for longer than is necessary
- Secure
- Processed in line with the rights of Data Subjects
- Secure
- Not transferred to other countries without adequate protection

The second area covered provides individuals with important rights, including the right to access and to find out what personal information is held on computer, and paper records.

### **Policy statement**

- be open and honest with individuals whose data is held
- provide training and support for staff and volunteers who handle personal data, so that they can act confidently and consistently

Woman's Trust recognises that its first priority under the Data Protection Act is to avoid causing harm to individuals. Information about staff, volunteers and clients will be used fairly, securely and not disclosed to any person unlawfully.

Secondly, the Act aims to ensure that the legitimate concerns of individuals about the ways in which their data may be used are taken into account. In addition to being open and transparent, Woman's Trust will seek to give individuals as much choice as is possible and reasonable over what data is held and how it is used.

Woman's Trust is the Data Controller and is registered with the Information Commissioner. All processing of personal data will be undertaken in accordance with the data protection principles.

### **Definitions**

The Data Subject is the individual whose personal data is being processed. Examples include:

- employees – current and past
- volunteers
- job applicants
- donors
- clients
- suppliers.

Processing means the use made of personal data including:

- obtaining and retrieving
- holding and storing
- making available within or outside the organisation
- printing, sorting, matching, comparing, destroying.

The Data Controller is the legal 'person', or organisation, that decides why and how personal data is to be processed. The data controller is responsible for complying with the Data Protection Act & GDPR.

The Data Processor - the data controller may get another organisation to be their data processor, in other words to process the data on their behalf. Data processors are also subject to the Data Protection Act. The responsibility of what is processed and how remains with the data controller. There should be a written contract with the data processor who must demonstrate that they are GDPR compliant

The Data Protection Officer is the name given to the person in organisations who is the central point of contact for all data compliance issues.

### **Responsibilities**

The Board of Trustees recognises its overall responsibility for ensuring that Woman's Trust complies with its legal obligations.

The Data Protection Officer is currently Heidi Riedel, CEO, who has the following responsibilities:

- Briefing the board on Data Protection responsibilities
- Reviewing Data Protection and related policies
- Advising other staff on Data Protection issues
- Ensuring that Data Protection induction and training takes place
- Handling subject access requests
- Approving unusual or controversial disclosures of personal data
- Ensuring contracts with Data Processors have appropriate data protection clauses
- Electronic security
- Approving data protection-related statements on publicity materials and letters

Each member of staff and volunteer at Woman's Trust who handles personal data will comply with the organisation's operational procedures for handling personal data (including induction and training) to ensure that good Data Protection practice is established and followed.

All staff and volunteers are required to read, understand and accept any policies and procedures that relate to the personal data they may handle in the course of their work.

Significant breaches of this policy will be handled under Woman's Trust Organisation's disciplinary procedures.

### **Confidentiality**

Because confidentiality applies to a much wider range of information than Data Protection, Woman's Trust has a separate Confidentiality Policy. This Data Protection Policy should be read in conjunction with Woman's Trust's Confidentiality Policy.

Woman's Trust has a privacy statement for clients and supporters, setting out how their information will be processed, used and retained. This will be made available at the first point of contact, and a version of this statement will also be used on the Woman's Trust web site. (See Appendix)

Staff, volunteers and sessional workers are required to sign a short statement indicating that they have been made aware of their confidentiality responsibilities. (See Confidentiality Policy and Statement)

In order to provide some services, Woman's Trust will need to share clients' personal data with other agencies (Third Parties). The Access to record Policy sets out the procedure around the sharing of clients' personal data.

Where anyone within Woman's Trust Organisation feels that it would be appropriate to disclose information in a way contrary to the confidentiality policy, or where an official disclosure request is received, this will only be done after discussions with a manager or the Data Protection Officer. All such disclosures will be documented.

### **Security**

This section of the policy only addresses security issues relating to personal data. It does not cover security of the building, business continuity or any other aspect of security.

Any recorded information on clients, volunteers and staff will be:

- Kept in locked cabinets

- Protected by the use of passwords if kept on computer (all computers including the server are encrypted)
- Destroyed confidentially if it is no longer needed

Access to information on the main database is controlled by a password and only those needing access are given the password. Staff and volunteers should be careful about information that is displayed on their computer screen and make efforts to ensure that no unauthorised person can view the data when it is on display.

### **Data Recording and storage**

Woman's Trust has a single database holding basic information about all clients and volunteers. All data is backed up daily through a safe external system.

Woman's Trust will regularly review its procedures for ensuring that its records remain accurate and consistent and, in particular:

- The database system is reviewed and re-designed, where necessary, to encourage and facilitate the entry of accurate data.
- Data on any individual will be held in as few places as necessary, and all staff and volunteers will be discouraged from establishing unnecessary additional data sets.
- Effective procedures are in place so that all relevant systems are updated when information about any individual changes.
- Staff and volunteers who keep more detailed information about individuals will be given additional guidance on accuracy in record keeping.
- Data will be corrected if shown to be inaccurate

Woman's Trust stores archived paper records of clients and volunteers securely in the office.

### **Transparency**

Woman's Trust is committed to ensuring that in principle Data Subjects are aware that their data is being processed and

- for what purpose it is being processed;
- what types of disclosure are likely; and
- how to exercise their rights in relation to the data.

Data Subjects will generally be informed in the following ways:

- Staff: in the staff terms and conditions
- Volunteers: in the volunteer welcome/support pack
- Clients: when they request (on paper, on line or by phone) services

Standard statements will be provided to staff for use on forms where data is collected.

Whenever data is collected, the number of mandatory fields will be kept to a minimum and Data Subjects will be informed which fields are mandatory and why.

## **Consent**

Consent will normally not be sought for most processing of information about staff. Although staff details will only be disclosed for purposes unrelated to their work for Woman's Trust (e.g. financial references) with their consent.

Information about volunteers will be made public according to their role, and consent will be sought for (a) the means of contact they prefer to be made public, and (b) any publication of information which is not essential for their role.

Information about clients will only be made public with their consent. (This includes photographs.)

'Sensitive' data about clients (including health information) will be held only with the knowledge and consent of the individual.

Consent should be given in writing, although for some services it is not always practicable to do so. In these cases verbal consent will always be sought to the storing and processing of data. In all cases it will be documented on the database that consent has been given.

All Data Subjects will be given the opportunity to opt in for their data being used in particular ways, such as the right to opt in for direct marketing (see below).

Woman's Trust acknowledges that, once given, consent can be withdrawn, but not retrospectively. There may be occasions where Woman's Trust has no choice but to retain data for a certain length of time, even though consent for using it has been withdrawn due to a legal obligation.

## **Direct marketing**

Woman's Trust will treat the following direct communication with individuals as marketing:

- seeking donations and other financial support;
- promoting any Woman's Trust services;
- promoting Woman's Trust events;
- promoting membership to supporters;
- promoting sponsored events and other fundraising exercises;
- marketing the products of Woman's Trust Organisation Trading;
- marketing on behalf of any other external company or voluntary organisation.

Whenever data is first collected which might be used for any marketing purpose, this purpose will be made clear, and the Data Subject will be asked to opt in. Woman's Trust does not have a policy of sharing lists, obtaining external lists or carrying out joint or reciprocal mailings.

Whenever e-mail addresses are collected, any future use for marketing will be identified, and the provision of the address made optional.

## **Staff and volunteer training and acceptance of responsibilities**

All staff and volunteers who have access to any kind of personal data will be given copies of all relevant policies and procedures during their induction process, including the Data Protection policy, Confidentiality policy and the operational procedures for handling personal data. All staff and volunteers will be expected to adhere to all these policies and procedures.

Woman's Trust will provide opportunities for staff and volunteers to explore Data Protection issues through training, team meetings, and supervisions.

This policy is linked to:

Confidentiality policy

Access to Records Policy

Record keeping policy

## Woman's Trust Privacy Notice

### Our commitment to Privacy

Your privacy is important to Woman's Trust (WT). We will look after any personal information you share with us. Woman's Trust (WT) wants everyone who supports us, or seeks our support, to feel safe, comfortable and confident about any information they share with us.

Additionally to this Privacy notice we have the following separate policies in place: Confidentiality policy, Data Protection policy, Record Keeping policy and Access to record policy. Please contact us through [office@womanstrust.org.uk](mailto:office@womanstrust.org.uk) if you would like a copy of either of these.

### We will endeavour to use any information we gather to help us communicate in the best way with you.

- We strive to make it easy for you to tell us how you would like to be contacted, and we will aim to respect your wishes within two weeks. You can change your preferences at any time.
- We will keep you up to date with our plans, campaigns, activities and appeals, (if you tell us it is ok for us to contact you)
- We will never release or share or sell your information to anyone outside WT.
- We will keep our records accurate and up to date, and do not keep them longer than necessary.
- We will not put undue pressure on you to support us. If we get things wrong, we will take on board your feedback for future communications.
- We are aware that we may be working with vulnerable people, and we are careful and sensitive about the materials we share. We will keep your information safe and will only disclose this if required by law (specifics outlined under Privacy Policy section 5.c.)
- We will always provide an easy way for you to contact us. You can email [office@womanstrust.org.uk](mailto:office@womanstrust.org.uk) or call 020 7034 0303 with any questions and we will respond as soon as we can.

### Our Privacy Principles

Woman's Trust is committed to providing confidential services. Our principles are integrated across all aspects of the organisation.

1. *When will we collect your personal information?*
  - a. We may collect your personal information when you contact WT, for example: if you enquire about our activities, register to receive our information, engage in our services or make a donation. This may be when you email or call us, through our website, talk to us at an event, or contact us in the post
2. *What information do we collect?*
  - a. The personal information could include details such as name, birthday or age, postal address, email and telephone numbers.
  - b. We do not store any credit/debit card information.
  - c. We gather information from our website using analytics provided by Google Inc., Google Analytics. We do not use this to track individual users' information unless it is input in one of our embedded forms

### Your choice

- d. We like to keep our supporters up to date with our progress. So, to update you on what we are doing and how you can support us, we will keep in touch with you via the method in which you have given your consent (email, post and/or phone).

- e. We will also use the information to personalise our communication to you.
- f. We also analyse the personal information we have on our database and, on occasion, collect publicly available information, so that we can carry out our fundraising activity and to contact you in the most appropriate way, with the relevant information.
- g. WT fully complies with the General Data Protection regulations 2016, the Dataprotection Act 1998 and Disclosure and Barring service (DBS) Code of Practise

3. *Who sees your information?*

- a. The personal information we collect and store will be accessed by our staff, counsellors (and occasionally volunteers) who we can support you to the best of our ability.

4. *The security of your information*

- a. We take the security of your information very seriously.
- b. We will never give, rent or sell your information to other organisations for their marketing purposes.
- c. When you give WT personal information, we do all we can to ensure that it is treated securely. Unfortunately, no data transmission over the internet can be guaranteed to be completely secure. So while we strive to protect your personal information, we cannot guarantee the security of your data transmitted to our site and therefore any transaction is at your own risk. Once we have received your information, we will take reasonable steps and all other precaution required by law to protect that information, we will take reasonable precautions required by law to protect that information from misuse and loss and from unauthorised access, modification or disclosure.
- d. Any credit card details we receive through our website may be passed securely to our partners who are compliant with Payment Card Industry Security Standard to fulfil and process your donation.
- e. If required to do so by any applicable law, WT may need to disclose some or all your personal information depending on the level to which we are legally required to comply.
- f. There are times when we may make your information available to third parties who are acting on your behalf, in order for us to fulfil your communications preferences. To protect this information, we ensure we have third party agreements in place as well as a robust procurement process. Our suppliers cannot use your information except for the agreed piece of work commissioned by WT.
- g. We will never share your information without your consent with other organisations except in the following circumstances
  - i. Where there is a serious risk of harm to any child or vulnerable adult or
  - ii. Where ordered to by the Court or
  - iii. Where required to do so under the Prevention of Terrorism Act 1989

5. *How to update or access your personal information?*

- a. You may ask at any time to correct or remove information
- b. You might have a right to know what information WT are storing
- c. You can ask about the information we are holding or update it by contacting [office@womanstrust.org.uk](mailto:office@womanstrust.org.uk)
- d. You can also send complaints about the information we hold or the way we have contacted you to the email address above, and we will aim to respond within 2 weeks.
- e. You also have the option to complain to the Information Commissioner officer