

Pink Rooster



DATA PROTECTION POLICY

1 Policy Statement

Pink Rooster needs to keep data about individuals to allow it to run effectively. In order to comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. To do this, Pink Rooster must follow the eight **Data Protection Principles** set out in the **Data Protection Act 1998** which are summarised below:

- Personal data (defined as information about identifiable, living individuals held on computer or in a manual filing system) must be obtained and processed fairly and lawfully
- Data can only be collected and used for specified purposes
- Data must be adequate, relevant & not excessive
- Data must be accurate and up to date
- Data must not be held any longer than necessary
- Data subjects' rights must be respected
- Data must be kept safe from unauthorised access, accidental loss or damage
- Special rules apply to transfers abroad (including publication over the Internet)

Pink Rooster Charity is the Data Controller under the Act, and its board of trustees are ultimately responsible for the policy's implementation. The CEO and Deputy CEO will deal with any day-to-day matters arising from the implementation of the Data Protection policy.

Personal data held by Pink Rooster falls into two broad categories:

- Personal data relating to clients and beneficiaries;
- Personal data relating to volunteers and staff

2 Personal data relating to clients

2.1 Purposes

Pink Rooster obtains contact details (names, addresses, phone numbers, email addresses) and in some cases brief health details from clients.

The purpose for which personal information is held varies with particular areas of work. The data are obtained, stored and processed solely to assist staff in the efficient running of the service. Personal details supplied by clients are not used to send marketing material unless permission has been granted by the client.

Personal details supplied by clients/beneficiaries, which could be used to identify the client, will not be disclosed to third parties without the clients express permission.

2.2 Consent

Written permission is sought from each client by the use of a data protection form tailored for a particular area of work. Where written permission is not practical, the client is informed of the purposes and verbal permission is sought.

Third party referrals – when a referral is made via a third party (for example: a GP, Care Home, relative, friend or partner organisation), contact is made with the potential client to ensure that permission has been granted to store and process their personal data.

Sharing clients' personal data – a client's personal data will not be passed on to anyone outside Pink Rooster without explicit consent from the client unless there is a legal duty of disclosure under other legislation, in which case the Chief Executive Officer will be consulted.

2.3 Access

Only staff and volunteers of Pink Rooster will have access to clients' personal data. All staff and volunteers are made aware of Pink Rooster's confidentiality policy and their obligation not to disclose personal data to anyone who is not authorised to have it.

Request for records – clients will be supplied with a copy of any personal data held by Pink Rooster if a request is made. It is the organisation's policy to charge a reasonable fee not exceeding £10.00 (ten pounds) to supply this information and may at its discretion provide it free of charge.

2.4 Accuracy and longevity

Staff will take all reasonable steps to keep personal data up to date and accurate and make corrections in a timely fashion. Personal data will be stored for as long as the client uses the services and deleted immediately in after he/she ceases to use the service. Records will then be destroyed.

2.5 Storage

Personal data stored in paper filing systems are kept in locked filing cabinets when not in use. Computerised records are maintained on computers owned by Pink Rooster which is password protected. Paper records of information entered onto computer databases are destroyed immediately the information has been entered. All paper records are shredded as soon as they are no longer current.

2.6 Use of photographs

Where practical, Pink Rooster will seek consent of clients before displaying photographs in which they appear. There is a standard consent form for the client to sign. If consent is not possible (for example, in a large group photo) Pink Rooster will remove any photograph if a client or a relative/friend of the client makes a complaint. This policy also applies to photographs published on the internet.

2.7 Email addresses

Outlook and Outlook Express address books are covered by the act. Personal email addresses are not released without the addressee's permission. The 'BCC – blind carbon copy' facility should be used for personal email addresses of recipients of group emails.

3 Personal data relating to volunteers and staff

3.1 Purposes

Pink Rooster obtains contact details, application forms, references and in some cases other details such as Disclosure and Barring (DBS) checks and driving licence details from staff and volunteers. These data are stored and processed for recruitment/personnel and legal purposes, and for the distribution of relevant information.

3.2 Access

Work-related telephone numbers (including issued mobiles) and email addresses are freely available to all enquirers. Personal contact details will not be passed on to anyone outside of Pink Rooster unless express permission is specifically given to do so.

Request for records – volunteers and staff members will be supplied with a copy of all their personal data held by the Pink Rooster, free of charge, if a request is made.

3.3 Accuracy and longevity

The Chief Executive Officer will take reasonable steps to keep personal data up to date and accurate and make corrections in a timely manner. Staff, volunteers and trustees must inform the Chief Executive Officer of changes in contact details. Personal data will be stored for as long as the trustee/volunteer/staff member is working for the organisation and for six years after they have left in the case of staff members and one year in the case of trustees and volunteers. Once this period has elapsed, all personal data held by Pink Rooster will be destroyed.

Personal data relating to unsuccessful job applicants is shredded six months after the relevant appointment is made.

3.4 Storage

Personal data stored in paper systems should be kept in locked desks/cabinets when not in use. Personal data other than basic contact details are kept in password protected files on the computer network.

3.5 Secure storage, handling, use, retention and disposal of Disclosures and Disclosure information

As an organisation using the Disclosure and Barring service to help assess the suitability of applicants for positions of trust, Pink Rooster complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention of Disclosure information. It also complies fully with its obligations under the Data Protection Act and other relevant legislation in relation to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters, which is available to those who wish to see it on request.

Storage and Access

Disclosure information is never kept on an applicant's personnel file and is always kept separately and securely, in lockable, non-portable storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. Pink Rooster maintains a record of all those to whom Disclosures or Disclosure information has been revealed and recognises that it is a criminal offence to pass this information on to anyone who is not entitled to receive it.

Usage

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Retention

Once a recruitment (or other relevant decision) has been made, Pink Rooster does not keep Disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints.

Disposal

Once the retention period has elapsed, Pink Rooster will ensure that any Disclosure information is immediately destroyed by secure means i.e. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). Pink Rooster will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, Pink Rooster may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number if the Disclosure and the details of the recruitment decision taken.