



Data Protection Information

1. Introduction

Sight Support Derbyshire (SSD) is required to maintain certain personal data about living individuals for the purposes of satisfying operational and legal obligations. SSD recognises the importance of the correct and lawful treatment of personal data.

The types of personal data that SSD may require includes information about current, past and prospective employees and volunteers, SSD members/clients/service users, current, past and prospective supporters and about our suppliers. This personal data, whether it is held on paper, on computer or other media, will be subject to the appropriate legal safeguards as specified in the Data Protection Act 1998. SSD has specific 'Privacy Notices' in place for key groups that we work with.

SSD fully endorses and adheres to the eight principles of the Data Protection Act. These principles specify the legal conditions that must be satisfied in relation to obtaining, handling, processing, transportation and storage of personal data. Employees and any others who obtain, handle, process, transport and store personal data for SSD must adhere to these principles.

2. Principles

The principles require that personal data shall:

1. be processed fairly and lawfully
2. be processed only for a specified particular purpose
3. be adequate, relevant and not excessive for those purposes
4. be accurate and kept up to date
5. not be kept for longer than is necessary
6. be processed in accordance with the data subject's rights
7. be kept safe with appropriate security measures

8. not be transferred to countries outside the European Economic Area, unless to countries with equivalent levels of data protection

3. Satisfaction of principles

In order to meet the requirements of the principles, SSD will:

- observe fully the conditions regarding the fair collection and use of personal data
- meet its obligations to specify the purposes for which personal data is used
- collect and process appropriate personal data only to the extent that it is needed to fulfil operational or any legal requirements
- ensure that personal data is accurate and up to date
- apply strict checks to determine the length of time personal data is held
- ensure that the rights of the individual about whom the personal data is held can be fully exercised under the Act
- take the appropriate technical and organisational security measures to safeguard personal data
- ensure that personal data is not transferred abroad

4. Data Types and Consent

SSD is dealing with several sets of data. In collecting data the principle of collecting adequate and relevant data in a fair and lawful way should be adhered to.

4.1. Employees & volunteers

Personal data required for the purposes of contacting individuals, disclosure checks, equality monitoring, establishment of salary payment systems and to enable SSD to carry out its duty of care towards employees & volunteers are gathered at the start of the period of employment or volunteering. Further information may be collected throughout their period of employment or volunteering with us.

Employees & volunteers are responsible for updating basic contact details and notifying SSD of any other changes to their details as they arise.

4.2. Clients/Members/Service Users

Initial contact details and some basic information is communicated to SSD through referring agents, which may include the eye clinic, referring professionals, the Local Authority, relatives or the clients themselves. Information is stored on an electronic data system SharePoint (SP) or for short term projects on another suitable electronic system.

At the point of referral (if a self-referral) or triage (for external referrals), or at service allocation the client will be told what information is recorded/will be recorded, what it is used for, how long it will be kept and that they can see any information held about them. A copy of the Privacy Notice for Service Users will be made available to them. (This process recognises that all clients have a visual impairment and written copies of statements, requiring signatures, is not the best way to offer information.)

If a client makes the informed choice not to agree to relevant data being held then SSD would only be able to provide a limited service. The referring agency will be informed of this decision.

4.3 Supporters

'Supporters' covers a wide variety of people and organisations who support our organisation by attending events, donating money and through our various fundraising activities. All supporters will be told what information is recorded/will be recorded, what it is used for, how long it will be kept and that they can see any information held about them. Supporters will be able to choose what contact they have with us and how they receive information. A tailored Privacy Notice for Supporters will be made available to them. (This process recognises that many donors have a visual impairment and written copies of statements, requiring signatures, is not always the best way to offer information.)

4.4 Suppliers

Data on suppliers of goods to SSD are held by the designated purchasing staff. These are restricted to publicly available data.

5 Access to Data

All individuals who are the subject of personal data held by SSD are entitled to:

- Ask what information SSD holds about them and why

- Ask how to gain access to it
- Be informed how to keep it up to date and how to correct or remove data.
- Be informed what SSD is doing to comply with its obligations under the 1998 Data Protection Act.

All subjects of personal data held by SSD have the right to access data held on them on computer and in paper files. Applications to see the data can be made to the Office Manager giving at least three working days' notice. Visually impaired individuals are entitled to bring a reader of their choice to the appointment. Alternatively, SSD will provide a reader on request.

6 Employee/Volunteer Responsibility

All employees/volunteers are responsible for:

- Checking that any personal data that they provide to SSD is accurate and up to date
- Informing SSD of any changes to information which they have provided, e.g. change of address

If, as part of their responsibilities, employees collect information about other people e.g. clients, they must comply with the Policy and with the Data Protection Procedures.

7 Data Security

The need to ensure that data is kept securely means that precautions must be taken against physical loss or damage, and that both access and disclosure must be restricted. All employees and volunteers are responsible for ensuring that:

- Any personal data which they hold is kept securely
- Personal information is not disclosed either orally or in writing or otherwise to any unauthorised third party

All electronic systems are secured and access is restricted to those requiring access to do their work.

The Chief Executive has the overall responsibility for Data Protection.

8 Data Sharing

SSD does not routinely share information with anyone outside of the organisation without suitable permissions from the individual or unless it is to comply with a legal requirement.

SSD may share client/service user data with other agencies such as health service providers, other voluntary organisations and Councils in accordance with the data protection policy and **only** after the client has been informed of the reasons for sharing data or after a specific mandate has been obtained.

SSD will never 'sell on' supporter data.

9 Retention of Data

SSD will retain some forms of information longer than others.

Client records will be kept for 7 years after the last date they received a service.

If we are informed of the death of a client, we will archive their data and store for 7 years from the date of the last service they received.

Supporter records will be kept until an 'opt out' is requested, or if/when we are notified of the death of a supporter. (Financial information is dealt with separately below.)

Full volunteer records will be stored for 3 years after they have left our service. After 3 years we will hold electronic information detailing name, contact details, period of volunteering and what their volunteer role was. This information is useful should the volunteer require a reference or wish to re-start a volunteer activity with us. At any time a past volunteer may ask for their full history to be deleted.

If we are informed of the death of a volunteer, their file and all details will be deleted after 3 years.

Full staff personnel files records will be stored for 3 years after they have left our service. After 3 years we will hold electronic information detailing name, contact details, period of employment, job title, final salary. This information is useful should the staff member require a reference. (Payroll information is referred to separately below.)

Accounts and other documents

Financial documents are kept for a minimum of 7 years as it may be required for audit purposes.

Board minutes are kept indefinitely not least because they provide an insight into the history of the organisation.

Employers' Insurance certificates will be kept for 40 years.

How to contact us

Please contact us if you have any questions in relation with this notice or the information we hold about you:

Email: enquiries@sightsupportderbyshire.org.uk

Phone: 01332 292262

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