



Data Protection Policy

Aim: To comply with the current Data Protection Act and other relevant legislation, codes of practice and adopt good employment practices

RPLC Data Protection Policy

RPLC Trustees recognise their overall responsibility for ensuring that the Charity complies with its legal obligations.

The purpose of this policy is to enable RPLC to:

- comply with the law in respect of the data it holds about individuals
- follow good practice
- protect RPLC's staff, beneficiaries, and other individuals
- protect the organisation from the consequences of a breach of its responsibilities.

Personal Data

This policy applies to information relating to identifiable individuals such as grant recipients, even where it is technically outside the scope of the Data Protection Act, by virtue of not meeting the strict definition of 'data' in the Act.

We are legally obliged to protect that data. Under the Data Protection Act, we must:

- Only collect information when we need it for a specific reason
- Keep it private – no personal information should be shared with anyone other than personnel directly connected to an application and it should be on a need to know only basis.
- Only hold as much information as we need
- Keep it for only if we need it - personal information should be deleted when it is no longer required.
- Allow the subject of the data to see it whenever requested and correct information is it is inaccurate

Policy Statement

RPLC will:

- comply with both the law and good practice
- respect individuals' rights
- 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

RPLC recognises that its priority under the Data Protection Act is to avoid causing harm to individuals. In the main this means:

- keeping information securely in the right hands, and
- holding good quality information.

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

To enhance compliance:

- New employees will receive data protection training informed about how they should handle and store personal data.
- Existing staff will be reminded regularly of their responsibilities.
- Electronic files and portable devices will have strong passwords using symbols, lower and upper-case letters
- Back up data is stored securely in the Cloud and is encrypted
- Information should be updated regularly by checking details whenever contact is made by phone or correspondence.

Key Risks needing monitoring

RPLC has identified the following potential key risks, which this policy is designed to address:

- Breach of confidentiality (information being given out inappropriately).
- Breach of security by allowing unauthorised access
- Failure to establish efficient systems of managing changes, leading to personal data being not up to date.
- Failure to offer choices about use of contact details for staff and trustees
- Risk of data loss if information is accessed by staff off site

RPLC's Data Controller/Protection officer is the Director.

The RPLC is registered with the Information Commissioner's Office.

Appendix

Guidelines for people contacting the RPLC by Email or written Correspondence

1. RPLC would like to keep in touch with you to let you know about the vital work we do for older people, our products and services. By submitting your email, address and phone numbers to us, you are agreeing to being contacted in these ways by RPLC. You can unsubscribe from these communications at any time.
2. If you do not wish to continue receiving information from us please email us at grants@rplc.org.uk or telephone us at 020 8948 5701.
3. We will not contact you except in relation to an application where you have provided personal information for a specific purpose (e.g. in support of a grant claim).
4. We only retain information you provide through applications forms
5. We do not collect information automatically from the website

How your information may be used

We may use the information you provide to:

- process applications submitted by you
- verify your identity
- notify you of changes to our funding programmes
- improve our services

Who has access to your information?

We are committed to protecting the personal data of our beneficiaries, contacts and colleagues. Any details you give us will be held in accordance with Data Protection legislation.

We will not sell, share, or rent this information to third parties, unless we have your explicit permission to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

How you can access, update, or delete your information

The accuracy of your information is important to us. We are working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us here: grants@rplc.org.uk

You can contact the RPLC office to receive a copy of any personal information currently held by us once we have received proof of identity.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it is treated securely. Information you send to us electronically is transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, RPLC cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

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