

Data protection guidance

Whatever your role within the NSPCC, you'll come across data protection questions. Whether it's handling sponsorship forms as a *Speak Out. Stay Safe* volunteer, assisting as a Young Witness volunteer, or organising fundraising events in your local area. Data protection needn't be scary; most of it is just common sense, and you're probably fulfilling your role with data protection in mind, without even realising it.

In May 2018 the General Data Protection Regulation (GDPR) came into force which aimed to give people more protection over their personal data. Below are just some of the most common things to look out for.

1. What can I collect?

Personal data comes in many forms. It includes the more obvious examples like name, address, telephone number, but it also includes things like bank details, a work email address and a photograph. Sensitive personal data includes information about someone's religion, their political opinion and their health. This type of data has extra protection under GDPR and should not be collected without the individual's consent.

2. Why am I collecting it?

If you collect personal data you need to be sure about *why* you're collecting it, and that it's not 'just in case'. It's fine to ask for someone's postal address so that we can process their donation with Gift Aid, but it's unlikely that we'd also need their job title and annual salary as part of this.

3. Where should I keep it?

Whenever you collect personal data, it needs to be held securely. If this is electronically, you should ensure that documents are password protected and can only be accessed by those who need access for their role. If this is in paper form, they should be kept inside a locked cabinet, and disposed of if they're no longer needed. Shredders at the ready!

4. Who can I share it with?

Data protection must not be a barrier to effective information sharing. There's nothing wrong with sharing personal data in circumstances where it needs to be shared, for example with other volunteers or external agencies who need to know. If you're a Childline volunteer it's obviously okay to share important information about a young person with an agency if there are concerns about the young person's welfare. However, in the role of an office volunteer it would not be appropriate to share supporters' details with your own company so that they could start to email them. If you do need to share personal data, make sure you only share the amount of

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information necessary. This should be done via secure email wherever possible, and always ensure you're sending it to the right person!

5. How long can I keep it?

Personal data must only be kept for as long as it's needed to fulfil that purpose. For example, if you recorded someone's allergy information in preparation for a fundraising dinner, you would no longer need to keep that information once the dinner had taken place. In some circumstances, however, there are legal timeframes for keeping information. For example, selected personal data in relation to donations needs to be kept for seven years in case of a Her Majesty's Revenue and Customs (HMRC) audit. If you are no longer a volunteer with the NSPCC you'll need to ensure that any personal data you collected during your role is given back to the NSPCC.

6. What is a data breach?

A data breach is where personal data is lost, stolen, disclosed to or accessed by an unauthorised person. Some typical examples include:

- Sending an email containing personal data to the wrong person
- Files being accidentally destroyed
- Altering personal data without permission
- Leaving a notebook containing personal data on the train.

If you become aware of a possible data breach you need to ensure it's reported to the Data Protection team as soon as possible by notifying your supervisor / manager, so we can decide if it needs to be reported to the Information Commissioner's Office.

7. What rights do people have?

Under GDPR individuals have lots of rights to their personal data, which includes right to have their information altered, right to have access to their information, and the right to have personal data deleted. If you receive a request from someone such as 'I want you to delete all my data' or 'I want to see all the data you have on me', this request needs to come to the Data Protection team through your supervisor / manager. Whilst all of this can seem daunting, if you've got the basics nailed then you're half way there. The NSPCC's Data Protection team are always available to help. When it comes to data protection there's no such thing as a stupid question.

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