Data Protection Policy

Introduction
The Data Protection Act 2018 and the General Data Protection Regulations (GDPR) form part of the data protection regime in the UK. They set out clear rules regarding how information about a person should be handled.

Purpose of policy
This policy sets out how Pirton JoyCare (PJC) will process data in accordance with its responsibilities under the Data Protection Act and GDPR and how we will manage personal data that we hold.

Definitions of data
There are different types of data:

- Personal data – information that would allow an individual to be identified such as name, address, phone number and email.
- Sensitive data – information about someone's health, age, political belief, sexual orientation, religion, race and criminal record.
- Confidential business information.

Principles
PJC will ensure the personal and/or sensitive data it holds is:

- used fairly, lawfully and transparently
- used for specified purposes and in a way that is relevant and limited to only what is necessary
- accurate and kept up to date
- kept for no longer than is necessary
- handled in a way that ensures secure storage which provides protection against unauthorised use, access, loss or destruction.

Information held
Volunteer's data

PJC holds the following information on its trustees, Good Neighbour Scheme (GNS) coordinators and volunteers - name, gender (or preferred identity), contact details (including address, phone number, email address), date of birth and DBS police check details. Trustee data is securely retained by the Secretary (Elaine Derrick). The GNS coordinators and volunteers data is securely retained by the GNS Administrator (Mandy Beswick).

PJC uses this information to contact volunteers, particularly within the GNS, to arrange activities or support for service users. When an individual ceases volunteering with PJC their personal data will be deleted and destroyed. An individual's consent for PJC to retain their personal data must be obtained through the volunteer's personal data consent form attached to this policy.

Service user data

PJC holds personal data of its service users. The personal data held will be used solely for the purpose of enabling PJC to provide the service user with information on PJC activities or to enable PJC to provide support to individuals through the GNS. The data held can include name, contact details (including address, phone number, email address) and in some instances other information to enable PJC provide the required support to the service user.

Individuals must be informed why PJC require their information and provide their consent that PJC can retain their personal data. The data is securely stored by PJC on a service user database which is maintained by the Secretary (Elaine Derrick). Data is deleted when the service user no longer requires the support of PJC. Consent must be obtained from the service user in order for PJC to retain their personal data (see service user personal data consent form attached to this policy).

PJC's Safeguarding Lead is responsible for the secure retention of all safeguarding report forms and corresponding information.

Subject Access Request

If an individual wishes to have sight of what information PJC holds on them, they should put their request in writing to admin@pirtonjoycare.co.uk. The request will be managed by the Secretary and will be provided free of charge within 31 days of the request being received.

Policy governance

This policy will be reviewed every two years and will be published on PJC's website.

Version	Reviewed by	Approved by	Date	Next review due
1		PJC Trustees	2018	
2	Elaine Derrick	PJC Trustees	September 2021	August 2023
3	Elaine Derrick	PJC Trustees	January 2023	January 2025
4	Elaine Derrick	PJC Trustees	February 2025	January 2027
5	Elaine Derrick	PJC Trustees	October 2026	October 2028

Volunteer personal data consent form

In order to provide a professional and effective service Pirton JoyCare need to keep a record of your personal information. To comply with the General Data Protection Regulations, we must tell you how this data will be used and ask for your permission to retain this data.

Pirton JoyCare holds the following information – your name, address, phone number, email address, date of birth and DBS police check details.

This information is securely retained by the Good Neighbour Scheme Administrator and will not be shared with any third party. If you cease to be involved with Pirton JoyCare we will remove and destroy your personal information.

You can access any personal information JoyCare hold on you by putting your request in writing to admin@pirtonjoycare.co.uk The request will be managed by the Secretary and will be provided free of charge within 31 days of the request being received.

To comply with the General Data Protection Regulations we require your consent for Pirton JoyCare to hold your information as outlined above. Your consent should be emailed to Mandy Beswick (Good Neighbour Scheme Administrator) at m1beswick@live.co.uk or a hard copy posted to her (9 Walnut Tree Road, Pirton, SG5 3PX).

Consent

I confirm that I provide my consent for Pirton JoyCare to retain my personal data as set out in this consent form (signature can be typed in if returning the consent form by email).

Name

Date of birth:

Address

Telephone number

Email

Signature

Date

Service user personal data consent form

In order to provide an effective service and ensure you are kept informed of social activities, JoyCare needs to keep a record of your personal information. This information can include your name, address, phone number, email and on occasion other information to enable JoyCare to provide a service you require.

All personal information is treated as confidential and will be securely retained by JoyCare.

You can access any personal information JoyCare hold on you by putting your request in writing to admin@pirtonjoycare.co.uk The request will be managed by the Secretary and will be provided free of charge within 31 days of the request being received. You can ask for your personal information to be deleted from JoyCare's records at any time.

To comply with the General Data Protection Regulations we require your consent for JoyCare to retain your information as outlined above. Your consent can be emailed to Elaine Derrick (JoyCare's Secretary) on elainederrick@btinternet.com or a hard copy posted to her (2 High Street, Pirton, SG5 3PS).

Consent

I confirm that I provide my consent for Pirton JoyCare to retain my personal data as set out in this consent form (signature can be typed in if returning the consent form by email).

Name (s)

Address

Telephone Number

Email

Signature (s)

Date