



# **Woodhall Spa Cottage Museum**

# **Data Protection Policy and Procedures**

**Approved: February 2020**

**Review Date: February 2023**

# WOODHALL SPA COTTAGE MUSEUM

## Data Protection Policy and Procedures

### Introduction

This policy has been designed to meet the requirements of the Data Protection Act (DPA), the General Data Protection Regulation (GDPR) and successive legislation. It applies to the website we operate, social media, our use of emails for marketing purposes, and any other methods we use for collecting information. It covers what we collect and why, what we do with the information, what we won't do with the information, and what rights our data subjects have.

The Data Protection Act 2018 (DPA) and General Data Protection Regulations (GDPR) govern the use of information about people (personal data). Personal data can be held on computers, laptops and mobile devices, or in a manual file, and includes email, minutes of meetings, and photographs.

Woodhall Spa Cottage Museum (WSCM) is the data controller for the information held. The trustees, staff and volunteers are personally responsible for processing and using personal information in accordance with the Data Protection Act and GDPR. Trustees, staff and volunteers who have access to personal information will therefore be expected to read and comply with this policy.

### What information do we collect and why?

- Non-personal information such as web pages accessed and files downloaded. This helps us to determine how many people use our website and social media, how many people visit on a regular basis, and how popular our pages are. This information doesn't tell us anything about the person or where they live. It simply allows us to monitor and improve our service.
- Personal information such as name, postal address, phone number, email address, date of birth and bank details (where appropriate).

### Purpose

The purpose of this policy is to set out Woodhall Spa Cottage Museum's commitment and procedures for protecting personal data. Trustees regard the lawful and correct treatment of personal information as very important to successful working, and to maintaining the confidence of those with whom we deal with. We recognise the risks to individuals of identity theft and financial loss if personal data is lost or stolen.

### The following are definitions of the terms used:

**Data Controller** - the trustees who collectively decide what personal information WSCM will hold and how it will be held or used.

**Act** means the Data Protection Act 2018 and General Data Protection Regulations - the legislation that requires responsible behaviour by those using personal information.

**Data Protection Officer** – the person responsible for ensuring that WSCM follows its data protection policy and complies with the Act. **WSCM is not required to appoint a DPO.**

**Data Officer** - the person responsible for dealing with enquiries about personal information.

**Data Subject** – the individual whose personal information is being held or processed by WSCM for example a donor or hirer.

**'Explicit' consent** - is a freely given, specific agreement by a Data Subject to the processing of personal information about her/him.

Explicit consent is needed for processing “sensitive data”, which includes:

- (a) Racial or ethnic origin of the data subject
- (b) Political opinions
- (c) Religious beliefs or other beliefs of a similar nature
- (d) Trade union membership
- (e) Physical or mental health or condition
- (f) Sexual orientation
- (g) Criminal record
- (h) Proceedings for any offence committed or alleged to have been committed

**Information Commissioner’s Office (ICO)** - the ICO is responsible for implementing and overseeing the Data Protection Act 2018.

**Processing** - means collecting, amending, handling, storing or disclosing personal information.

**Personal Information** – information about living individuals that enables them to be identified - e.g. names, addresses, telephone numbers and email addresses. It does not apply to information about organisations, companies and agencies but applies to named persons, such as individual volunteers.

## **The Data Protection Act**

This contains 8 principles for processing personal data with which we must comply.

### **Personal data shall:**

- be processed fairly and lawfully and, in particular, shall not be processed unless specific conditions are met.
- be obtained only for one or more of the purposes specified in the Act and shall not be processed in any manner incompatible with that purpose or those purposes.
- be adequate, relevant and not excessive in relation to those purpose(s).
- be accurate and, where necessary, kept up to date.
- not be kept for longer than is necessary.
- be processed in accordance with the rights of data subjects under the Act.
- be kept secure by the Data Controller who takes appropriate technical and other measures to prevent unauthorised or unlawful processing or accidental loss or destruction of, or damage to, personal information.
- not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal information.

## **Applying the Data Protection Act within the charity**

We will let people know why we are collecting their data, which is for the purpose of managing the museum, its hirings and finances. It is our responsibility to ensure the data is only used for this purpose. Access to personal information will be limited to authorised trustees, staff and volunteers.

## **Correcting data**

Individuals have a right to make a Subject Access Request (SAR) to find out whether the charity holds their personal data, where, what it is used for and to have data corrected if it is wrong, to prevent use which is causing them damage or distress, or to stop marketing information being sent

to them. Any SAR must be dealt with within 30 days. Steps must first be taken to confirm the identity of the individual before providing information, requiring both photo identification e.g. passport or driving licence and confirmation of address e.g. recent utility bill or bank statement.

## **Responsibilities**

WSCM is the Data Controller under the Act, and is legally responsible for complying with the Act, which means that it determines what purposes personal information held will be used for.

The Trustees will take into account legal requirements and ensure that it is properly implemented, and will through appropriate management, strict application of criteria and controls:

- a) collect and use information fairly.
- b) specify the purposes for which information is used.
- c) collect and process appropriate information, and only to the extent that it is needed to fulfil its operational needs or to comply with any legal requirements.
- d) ensure the quality of information used.
- e) ensure the rights of people about whom information is held, can be exercised under the Act.

### **These include:**

- the right to be informed that processing is undertaken.
  - the right of access to one's personal information.
  - the right to prevent processing in certain circumstances.
  - the right to correct, rectify, block or erase information which is regarded as wrong information.
- f) take appropriate technical and organisational security measures to safeguard personal information.
  - g) ensure that personal information is not transferred abroad without suitable safeguards.
  - h) treat people justly and fairly whatever their age, religion, disability, gender, sexual orientation or ethnicity when dealing with requests for information.
  - i) set out clear procedures for responding to requests for information.

All trustees, staff and volunteers are aware that a breach of the rules and procedures identified in this policy may lead to action being taken against them.

### **The Data Officer is:**

**Name:** Lynnette Needham

**Contact Details:** Email: [info@cottagemuseum.co.uk](mailto:info@cottagemuseum.co.uk). Tel: 01526 352456 or by post.

**The Data Officer will be responsible for dealing promptly and courteously with any enquiries about handling personal information.**

This policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Data Protection Act 2018.

In case of any queries or questions in relation to this policy please contact the Chairman.

## **Procedures for Handling Data & Data Security**

WSCM has a duty to ensure that appropriate technical and organisational measures and training are taken to prevent:

- unauthorised or unlawful processing of personal data

- unauthorised disclosure of personal data
- accidental loss of personal data

All trustees, staff and volunteers must therefore ensure that personal data is dealt with properly no matter how it is collected, recorded or used. This applies whether or not the information is held on paper, in a computer or recorded by some other means e.g. tablet or mobile phone.

Personal data relates to data of living individuals who can be identified from that data and use of that data could cause an individual damage or distress. This does not mean that mentioning someone's name in a document comprises personal data; however, combining various data elements such as a person's name and salary or religious beliefs etc. would be classed as personal data, and falls within the scope of the DPA. It is therefore important that all staff consider any information (which is not otherwise in the public domain) that can be used to identify an individual as personal data and observe the guidance given below.

## **Privacy Policy and Consent Policy**

Please see Appendix 1 for a copy of our privacy policy which can also be accessed from our website.

We operate a strict policy for personal communication and contact will only be made by post, telephone or email if we have previously obtained consent.

Consent forms will be stored in a securely held electronic or paper file.

### **Operational Guidance Email:**

All trustees, staff and volunteers should consider whether an email (both incoming and outgoing) will need to be kept as an official record. If the email needs to be retained it should be saved into the appropriate folder or printed and stored securely.

Remember, emails that contain personal information no longer required for operational use, should be deleted from the personal mailbox and any "deleted items" box.

### **Phone Calls:**

Phone calls can lead to unauthorised use or disclosure of personal information and the following precautions should be taken:

- personal information should not be given out over the telephone unless you have no doubts as to the caller's identity and the information requested is innocuous.
- if you have any doubts, ask the caller to put their enquiry in writing.
- if you receive a phone call asking for personal information to be checked or confirmed be aware that the call may come from someone impersonating someone with a right of access.

### **Laptops and Portable Devices:**

All laptops and portable devices that hold data containing personal information must be protected with a suitable encryption program (password).

Ensure your laptop is locked (password protected) when left unattended, even for short periods of time.

When travelling in a car, make sure the laptop is out of sight, preferably in the boot.

If you have to leave your laptop in an unattended vehicle at any time, put it in the boot and ensure all doors are locked and any alarm set.

Never leave laptops or portable devices in your vehicle overnight.

Do not leave laptops or portable devices unattended in restaurants or bars, or any other venue.

When travelling on public transport, keep it with you at all times, do not leave it in luggage racks or even on the floor alongside you.

### **Data Security and Storage:**

Store as little personal data as possible on your computer or laptop; only keep those files that are essential. Personal data received on disk or memory stick should be saved to the relevant file on the server or laptop. The disk or memory stick should then be securely returned (if applicable), safely stored or wiped and securely disposed of.

Always lock (password protect) your computer or laptop when left unattended.

### **Passwords:**

Do not use passwords that are easy to guess. All your passwords should contain both upper and lower-case letters and preferably contain some numbers. Ideally passwords should be 6 characters or more in length.

### **Protect Your Password:**

- common sense rules for passwords are: do not give out your password
- do not write your password somewhere on your laptop
- do not keep it written on something stored in the laptop case.

### **Data Storage:**

Personal data will be stored securely and will only be accessible to authorised volunteers or staff.

Information will be stored for only as long as it is needed or required by statute and will be disposed of appropriately. For financial records this will be up to 7 years. For employee records see below. Archival material such as minutes and legal documents will be stored indefinitely. Other correspondence and emails will be disposed of when no longer required or when trustees, staff or volunteers retire.

All personal data held for the organisation must be non-recoverable from any computer which has been passed on/sold to a third party.

### **Information Regarding Employees or Former Employees:**

Information regarding an employee or a former employee, will be kept indefinitely. If something occurs years later it might be necessary to refer back to a job application or other document to check what was disclosed earlier, in order that trustees comply with their obligations e.g. regarding employment law, taxation, pensions or insurance.

### **Accident Book:**

This will be checked regularly. Any page which has been completed will be removed, appropriate action taken and the page filed securely.

### **Data Subject Access Requests:**

We may occasionally need to share data with other agencies such as the local authority, funding bodies and other voluntary agencies in circumstances which are not in furtherance of the management of the charity. The circumstances where the law allows the charity to disclose data (including sensitive data) without the data subject's consent are:

- a) Carrying out a legal duty or as authorised by the Secretary of State Protecting vital interests of a Data Subject or other person e.g. child protection
- b) The Data Subject has already made the information public
- c) Conducting any legal proceedings, obtaining legal advice or defending any legal rights
- d) Monitoring for equal opportunities purposes - i.e. race, disability or religion

We regard the lawful and correct treatment of personal information as very important to successful working, and to maintaining the confidence of those with whom we deal.

We intend to ensure that personal information is treated lawfully and correctly.

### **Risk Management:**

The consequences of breaching Data Protection can cause harm or distress to service users if their information is released to inappropriate people, or they could be denied a service to which they are entitled. Trustees, staff and volunteers should be aware that they can be personally liable if they use customers' personal data inappropriately. This policy is designed to minimise the risks and to ensure that the reputation of the charity is not damaged through inappropriate or unauthorised access and sharing.

### **Policy Review**

The policy will be reviewed every three years.

**Signed:**



**Patricia Duke-Cox - Chairman, Woodhall Spa Cottage Museum Board of Directors**

**Approved at Board Meeting  
27<sup>th</sup> February 2020**

**Due for review  
February 2023**

# Appendix 1 - Privacy Policy

## General Information

Woodhall Spa Cottage Museum (registered charity, number 1114268) is committed to ensuring that your privacy is protected. This policy describes how the museum collects, processes, uses and discloses your personal information when you contact us, use our services or interact with our website. Should we ask you to provide personal information it will only be collected and used lawfully in accordance with this privacy policy.

The Cottage Museum regularly reviews and, where necessary, updates its privacy information. Should we use personal data for any new purposes we will proactively bring any changes to people's attention.

## How we keep your information secure

We have implemented security procedures, rules and technical measures to protect the personal data that we have under our control from:

- Unauthorised access
- Improper use or disclosure
- Unauthorised modification

All our employees and data processors, who have access to and are associated with the processing of personal data, are legally obliged to respect the confidentiality of the personal data that we hold.

## What information do we collect about you?

We collect personal information that you choose to provide voluntarily when you join as a "Friend", volunteer, are employed by the museum, make a donation, use our website, when you make a call to us or when you correspond with us by e-mail, face to face or otherwise. We may collect personal data or information relating to you that can identify you, directly or indirectly. Such data may primarily include:

- Name
- E-mail address
- Postal address
- Landline and mobile telephone numbers
- Gender

We may also automatically collect some limited technical information including information on your IP address, browser type and version, time zone setting, operating system and platform and page interaction information when using our website.

## Why do we collect information about you?

The information we collect about you is to:

- Help us provide you with a better service
- Help us improve our products and services

It means we can:

- keep you up to date with regard to new events using the email address you have provided.
- contact you by email, phone, or post



## **What do we use your data for?**

We use your data to ensure that you have a positive experience each time you interact with the museum.

That includes doing things like:

- Dealing with any requests you make
- Confirming your booking details e.g. community room activities
- Following up to ensure everything was as per your requirements
- Notifying you about new opportunities e.g. workshops
- Getting in touch to advise you of a change to any bookings

## **Can I decide what I receive or how you contact me?**

Yes. You can contact us by telephone, post or email to ask us to amend this at any time.

Please either e-mail us at [info@cottagemuseum.co.uk](mailto:info@cottagemuseum.co.uk)

Write to us by post:

Attention of Data Officer

Woodhall Spa Cottage Museum

Iddesleigh Road

Woodhall Spa,

Lincolnshire

LN10 6SH

Please mark your envelope 'Private and Confidential'

Telephone: 01526 352456

## **Can I request to delete the data?**

Yes. You can request that we delete any information which we hold on you at any time by contacting us using any of the above methods.

We require that you provide us with two copies of your ID to confirm your identity. One must be photo identification e.g. passport, driving licence and one must be confirmation of address e.g. recent utility bill, bank statement.

## **How can I find out what information the Cottage Museum holds about me?**

To request a copy of your data and have any mistakes corrected please contact us as above.

We require that you provide us with two copies of your ID to confirm your identity. One must be photo identification e.g. passport, driving licence and one must be confirmation of address e.g. recent utility bill, bank statement.

We will process and provide the details we hold about you in a suitable digital format such as PDF or hard copy to any valid requests within 30 calendar days.

## **Do you share my data with other organisations?**

No. We will not sell, distribute or release your personal information to third parties unless we are required to do so by law.

## **CCTV**

CCTV is used within the museum. Signs are clearly visible and readable and we comply with Data Protection guidelines.

## **Social media**

We will only ever use social media platforms in accordance with their own terms and conditions. If you have an account on one of these platforms, you will have agreed to these terms and conditions yourself. All social media platforms must comply with the Data Protection Act, General Data Protection Regulation and successive legislation when processing or storing the personal data of individuals in the UK and Ireland. This means organisations have a responsibility, under law, to store and process data in a fair and transparent way.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should be aware that we do not have any control over that other website. We cannot be responsible for the protection and privacy of any information which you provide whilst visiting those sites as they are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.