



Registered Charity No. 1159816
www.strettonclimatecare.org.uk

The Mayfair Community Centre
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Data Protection Policy and Procedures

AIMS OF POLICY

Stretton Climate Care (SCC) is a Charitable Incorporated Organisation (CIO), registered number 1159816 and has general aims of reducing carbon emissions and reducing fuel poverty in our local community.

The purpose of this policy is to inform the general public, Stretton Climate Care volunteers and members about the personal information that SCC collects and uses, how this data may be used, and the procedures that SCC has implemented to protect people's personal information.

WHO THIS POLICY APPLIES TO

This policy applies to the general public, SCC officers, trustees and volunteers. SCC officers and volunteers are required to adhere to this policy. It protects the personal data of our data subjects which include our members, supporters, volunteers, and the people that we help.

POLICY STATEMENT

SCC has implemented processes and procedures with the aim of complying with the legal requirements of the Data Protection Act 1998 and the General Data Protection Regulation (GDPR).

All officers, trustees and volunteers are responsible for following this policy and the agreed processes and procedures.

The following principles are key to the policy:

1. Personal data shall be processed fairly and lawfully;
2. Personal data shall only be processed for the purposes for which it was obtained;
3. Personal data shall be adequate, relevant, and not excessive in relation to the purpose;
4. Personal data shall be accurate and kept up to date;
5. Personal data shall not be kept for longer than is necessary;
6. Personal data shall be processed in accordance with the rights of Data Subjects;
7. Appropriate technical and organisational measures shall be taken against unlawful processing or accidental loss.

8. Personal data shall not be transferred outside the European Economic Area.

Stretton Climate Care is implementing appropriate physical, technical and organisational measures and controls to ensure that the personal information that we process is secure, accurate and up to date. We only keep personal information for as long as is reasonable and necessary.

All officers, trustees and volunteers are made aware of their data protection responsibilities. This is provided when they join/take up post and subsequently once a year when the Board of Trustees conducts an audit.

We collect information about our members, supporters, the people that we help, and volunteers. This may include name, contact details, bank account details.

We may use the information that we collect to:

- Provide our members, supporters and the people that we help with the services and information that they ask for
- Provide our members, supporters and the people that we help with information about us and the work that we do, including fundraising and campaigns
- Administer membership payments and other financial transactions
- Keep a record of our relationships with members, supporters and the people that we help

We will never sell the personal data of our members, supporters, or the people that we help.

We will never share personal data with organisations outside of Stretton Climate Care unless we have prior consent to do so or are required to do so by law.

We respect the privacy of our members, supporters and volunteers and their right to decide how Stretton Climate Care contacts them. They are able to choose how they want to hear from us, and if they ask us not to contact them we won't, unless it is a legal or administrative requirement to do so.

Anyone may inform us of changes to their personal information, withdraw their consent for how we use their data, or request more detail about the personal information that we hold and how we use it by calling the Secretary on 07528 493181 or emailing info@strettonclimatecare.org.uk We hold information about our members and volunteers as part of our contract and this is an essential element of being a member and/or volunteer.

Anyone can make a request for a copy of the information about them that we process. Contact with us can also be made by post to our address at the head of this Notice.

PROCEDURES

1. Stretton Climate Care holds the following information on members:
Name, address, telephone number, email address, date of subscription payment. This is a contractual requirement of being a member.
2. The information will be held on computer by the Membership Secretary and the Secretary only. It will be encrypted and password protected. It may be shared with other officers of Stretton Climate Care, subject to conditions noted below.
3. Officers wishing to contact all members and volunteers should do so by request to the Membership Secretary only.
4. Information gathered in the process of helping members of the public or giving advice must only be taken and held with the explicit consent of that member of the public. It will be held securely only for the duration of the process.
5. Information gathered from Home Energy Checks (HEC) will be held securely firstly only by the volunteer conducting the HEC. Anonymised data will be held (for comparison and analysis purposes) by the officer responsible under password protection. All information gathered will be returned to the data subject or destroyed at the end of the HEC process.
6. Personal details given in the process of HECs or advice giving may only be shared with another organisation/individual at the express written permission of the data subject. Stretton Climate Care will ensure that the organisation/individual with whom the information has policies to comply with all legal data protection requirements.
7. When helping a client with switching energy suppliers, the client will be asked to sign a form giving permission for Stretton Climate Care to enter personal information. The browsing record on the computer history will be deleted after the switching process.
8. All officers, trustees and volunteers of Stretton Climate Care must ensure that their personal computers have appropriate protection and that this is regularly updated. Officers will be requested to confirm this at an annual audit.
9. All officers of Stretton Climate Care are expected to take appropriate measures to guard against loss or theft of any devices holding information.
10. All communication by email with members and volunteers must be sent under blind copy (Bcc).
11. All personal information exchanged between officers trustees and volunteers must be encrypted and password protected.

25th May 2018