

Time to Shine Project

Data Protection and Confidentiality



1. GENERAL POLICY

1.1 It is The Time to Shine Project's policy to take all necessary steps to ensure that personal data held about its staff, participants, customers, suppliers and all other individuals is processed fairly and lawfully.

1.2 The Time to Shine Project will implement and comply with the Data Protection Principles contained in the Data Protection Act 1998 ("the Act") which promote good conduct in relation to processing personal information and with the newly revised General Data Protection Regulations 2018. These principles are:

1.2.1 Personal data shall be processed fairly and lawfully;

1.2.2 Personal data shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes;

1.2.3 Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed;

1.2.4 Personal data shall be accurate and, where necessary, kept up to date;

1.2.5 Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes;

1.2.6 Personal data shall be processed in accordance with the rights of data subjects under the relevant Acts;

1.2.7 Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss, destruction or damage to personal data;

1.2.8 Wherever possible and practicable, data shall be anonymized to protect further individuals from unnecessary potential breaches to their security.

1.3 Personal data shall 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 data.

1.4 The Time to Shine Project staff have a responsibility to ensure that personal data dealt with in the course of its business is handled in accordance with statutory requirements and reasonable steps will be taken by all concerned to ensure this duty is observed.

1.5 Overall responsibility for data protection will be shared jointly by Time to Shine Project cofounders Alison Cooper and Michael Grant.

1.6 Each member of staff will have immediate responsibility for data protection matters in his / her own area of work. Any queries should be raised with Alison Cooper and/or Michael Grant.

2. DATA PROTECTION RULES AND PROCEDURES

2.1 Data protection is a responsibility shared by all staff of the Time to Shine Project. Staff must familiarise themselves with and observe at all times these Rules and Procedures relating to data protection, the Data Protection Policy Statement and any additional instructions which may be issued from

time to time.

2.2 Staff or volunteers who have any queries, comments or suggestions in relation to data protection should contact Alison Cooper and Michael Grant in writing by emailing thetimetoshineproject@gmail.com. Service users and participants in individual projects should contact the designated person at the charity or organization for which we are working.

2.3 Personal data should only be used for the purpose or purposes advised to the individual and not for any ancillary purpose. For example, if an individual such as a supplier or customer was informed that his / her data would only be used for marketing purposes, then such data cannot be used for any purpose other than marketing.

2.4 Informed consent must be sought before any individual taking part in a project is photographed, recorded or videoed. This informed consent should be recorded via the Company's Media Consent Forms. The use of all photographic materials will be reviewed annually.

2.5 Personal data held about an individual should be adequate, relevant and not excessive in relation to the purpose or purposes for which it is held. All opinions and / or statements of fact recorded about the individual must be accurate and relevant to the purpose or purposes for which the personal data is held.

2.6 Personal data held about an individual must be kept up-to-date and accurate, and all staff are required to notify Alison Cooper and/or Michael Grant of changes in their circumstances so that accurate, up-to-date records can be maintained. Participants are required to notify the designated person at the charity or organization for which we are working of any changes.

2.7 If the individual staff member or participant, as the case may be, withholds his / her consent or if his / her consent is not provided, then immediate reference should be made to Alison Cooper and/or Michael Grant for instruction.

2.8 Individuals have the right to review any information held about them and to rescind consent for their information to be stored by The Time to Shine Project at any time. This right must be made clear to each individual at the time of collecting and processes for review should be made transparent.

2.9 Participant personal details and basic progress information may be shared with statutory bodies within Integrated Support Services or other local authority jurisdiction, but only if such sharing is justified in the participant's interest and results in the management of progression or the reduction of risk.

2.10 For the purposes of this policy, the term "staff" is used to describe Trustees, volunteers or anyone else providing a service on behalf of The Time to Shine Project.

3. SECURITY OF DATA

3.1 All personal data held by the Time to Shine Project is to be treated as strictly confidential.

3.2 Personal data must not be disclosed to any unauthorised staff, and will only be disclosed on a need-to-know basis.

3.3 User passwords will be issued to relevant staff who deal with computerised personal data. Such user passwords are not to be disclosed to any third party or unauthorised staff.

3.4 Personal data MUST be kept in a locked cabinet/cupboard at all times or in password encrypted digital files. Individuals will have a right, on written request, to obtain a copy of such personal data relating to him / her held by the Company as is required under the Freedom of Information Act 2001. All requests by individuals for information about personal data the Time to Shine Project holds about them must be referred, immediately on receipt, to Alison Cooper who will co-ordinate the response to the relevant individual. ***If you would like to request access to any data under the Freedom of Information Act 2001 please do so by writing to thetimetoshineproject@gmail.com. We reserve the right to charge a small admin fee for this service.***

3.5 All security breaches, or suspected security breaches, relating to unauthorised access to or disclosure of personal data must be reported immediately to the Alison Cooper. Disciplinary action may be taken against any staff who fails to comply with the rules and procedures of this policy.

3.6 Personal data collected on participants will be accessed only by authorised staff and will be kept securely, whether on paper or electronically. This information will be held centrally for no more than two years, unless otherwise instructed to do so by a regional, national or contracting authority to whom the Time to Shine Project is directly accountable (for example, the charity or organisation for which we are working).

3.7 Personal data collected on prospective participants, who never formally enroll on any project, will be held centrally for no more than one year.

4. CONFIDENTIALITY

4.1 The term 'confidential information' is defined as personal information that will only be shared with other appropriate people who need to know. The "test" for the "need to know" is whether the interests of the individual, or others will be adversely affected if the information remains unshared.

4.2 The word 'confidential' is used in connection with personal information. Participants need to be aware that solely personal matters shared with a member of staff will be respected and remain confidential. However, if information given suggests that any participant, staff member or volunteer is at risk of harm or is putting others at risk, then this information will need to be shared with other staff, work places or other relevant agencies.

4.3 The Time to Shine Project Board of Trustees are considered as "staff" in terms of their obligations to participant confidentiality. The Board may, during the course of their involvement with the charity, receive information on a "need-to-know" basis and are required by law to keep such information strictly confidential.

4.4 The Chairman and Secretary of the Board of Trustees are jointly responsible for ensuring that no participant confidentiality is breached in the publication of Trustee documents (for example, AGM minutes).

5. WHAT INFORMATION DO WE COLLECT?

5.1 *Project Participants* will be asked to share with us some personal details, including (but not limited to): Name; Address; Contact Details (phone number, email address); any relevant medical conditions which will be used during a project to stay in contact with the Participant and to promote their health and wellbeing. This information will remain confidential and will be deleted when deemed obsolete (for example, after the conclusion of a project). It is entirely at the discretion of individual Participants to disclose this information. Anonymised data may be collected about Participants for the purpose of recording results and providing feedback to Time to Shine Project staff, partner organisations or sponsors of a project.

5.2 *Partner Organisations* may be asked to share with us some personal details, including (but not limited to): Name and Contact Details for key staff. This information will remain confidential and will be deleted when deemed obsolete (for example, after the conclusion of a project).

5.3 *Members Database* will retain information about any individual who has freely signed up to become a "Member" of the charity. This may include some personal details, including (but not limited to): Name; Address; Contact Details (phone number, email address). This information will be used to keep in contact with Members of the charity about our work. Members will be periodically requested to review and update the contact information that we hold about them. This will be actioned annually by the Members' Secretary. Members have a right to request access to any information that we hold about them at any time and should do so by writing to thetimetoshineproject@gmail.com. For the purpose of practise review and sponsor feedback (evidencing), we may also request further information from audience members about ethnicity, age range and comments about the performances. All such information will be immediately anonymised. **No personal information provided by members will ever be shared with any Third Party and will only be used for contacting those Members about our work.**

5.4 *Public Use of Website www.timetoshineproject.co.uk* will remain anonymous. While we use Google Analytics to review numbers of visits to our website we do not collect any personal data about such visits (including IP addresses). Our website may contain links to other websites (for example, Partner Organisations or Project Sponsors). Please note that, once you have clicked the link and left our website, we do not have any control over that other website and therefore cannot be responsible for the protection and privacy of any data which you provide whilst visiting such sites. You should exercise caution and look at the privacy statement applicable to the website in question.

5.5 *Contacting us through our website* will require you to provide us with contact information so that we can reply to your messages. By sending a message via our website you agree that we may make use of your contact information for this purpose. We will not share such contact information with any third party or make use of your contact details for marketing purposes unless you have expressly requested that we do so. All such contact information will be reviewed annually and will be deleted once deemed obsolete.

This document was last reviewed on **17th May 2018**.