



Data Protection and Record Retention Policy

This policy sets out the principles of the Highland Senior Citizens Network (HSCN) procedure.

For the purpose of this document the following definitions apply:

Employer – Highland Senior Citizens Network (HSCN)

Employee – Any Person Employed, Volunteering, Trustees, Sub Contractors, etc. who are carrying out any associated duties/work for the employer

Data Protection Officer – The person(s) responsible for ensuring that the Network follows its Data Protection and Privacy Policy and complies with the Data Protection Act 2018.

Individual/Group – The person or groups whose information is being held or processed by the Network.

Explicit Consent – is a freely given, specific and informed agreement by an individual/group in the processing of personal information about them. Explicit consent is needed for processing sensitive data

The HSCN rules & policies can be found in the Employee Handbook and on the internal drive and this procedure applies to all employees. The aim is to ensure consistent and fair treatment for all in the organisation.

Data Protection Policy

The HSCN needs to collect and use certain types of information about the individuals and groups who come into contact with us, in order to carry on our work. This personal information must be collected and dealt with appropriately whether collected on paper, stored in a computer database, or recorded on other material and there are safeguards to ensure this under the Data Protection Act 2018.

Data Protection Officer

- A Trustee will be designated the role of Data Protection Officer (DPO), and they along with the remaining Trustees will agree what purposes personal information held will be used for.
- The DPO takes responsibility for Data Protection compliance.

Disclosure

- This information is held only for the purpose of providing individual/group members with information about Highland Senior Citizens Network and other information that we think would be of interest to our members.
- We will only disclose information with your consent or where it is authorised under the Data Protection Act.
- HSCN regards 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.

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SC034260

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Data Protection Act 2018

- To this end, HSCN will adhere to the Principles of Data Protection, as detailed in the Act 2018. Specifically, the Principles require that personal information shall be:
 - a) processed fairly and lawfully and, in particular, shall not be processed unless specific conditions are met
 - b) 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
 - c) adequate, relevant and not excessive in relation to that/those purpose(s)
 - d) accurate and, where necessary, kept up to date
 - e) kept for no longer than is necessary
 - f) processed in accordance with the rights of data subjects under the Act
 - g) kept secure by the appropriate person who takes appropriate technical and other measures to prevent unauthorised or unlawful processing or accidental loss or destruction of, or damage to, personal information, and
 - h) untransferable 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 individuals in relation to the processing of personal information.

- HSCN will, through appropriate management and strict application of criteria and controls:
 - a) observe fully conditions regarding the fair collection and use of information
 - b) meet its legal obligations to 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 that the rights of people about whom information is held can be fully exercised under the Act. These include the right to:
 - o be informed that processing is being undertaken
 - o access to one's personal information
 - o prevent processing in certain circumstances, and
 - o 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, and
 - i) set out clear procedures for responding to requests for information.

Data Collection

Informed consent is when:

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- an individual or group clearly understands why their information is needed, who it will be shared with, the possible consequences of them agreeing or refusing the proposed use of the data, and
- then gives their consent.

The Network will ensure that data is collected within the boundaries defined in this Policy. This applies to data that is collected in person or by completing a form.

- When collecting data, the Network will ensure that the individual/group:
 - a) clearly understands why the information is needed
 - b) understands what it will be used for and what the consequences are should the individual decide not to give consent to processing
 - c) as far as reasonably possible grants explicit consent, either written or verbal, for data to be processed
 - d) is, as far as reasonably practicable, competent enough to give consent and has given so freely without any duress, and
 - e) has received sufficient information on why their data is needed and how it will be used.

Data Storage

- Information and records, including disclosure checks, relating to individuals/groups will be stored securely in the HSCN locked filing cabinet in accordance with the principles of the Data Protection Act 2018 and will only be accessible to nominated employees.
- Such information may be requested in writing by the individual/group member at no charge allowing the organisation one month to fulfil this request and the information may be rectified/deleted as instructed by the member.
- Information will be stored for only as long as it is needed, required by statute or as long as you wish to remain a member and it will be disposed of appropriately. This will be a minimum **seven years** for financial records and **six years** for members, employee/HR information.
- It is HSCN's responsibility to ensure all personal and company data is non-recoverable from any computer system previously used within the organisation which has been passed on/sold to a third party.

Data Access and Accuracy

- All individuals have the right to access the information that HSCN holds about them and data will be verified annually by asking members if their contact data needs updating. This will be done by sending a letter to all members (or by their preferred method of contact).
- In addition, the Network will ensure that:
 - a) it has a Data Protection Officer with specific responsibility for ensuring compliance with Data Protection
 - b) everyone processing personal information understands that they are contractually responsible for following good data protection practice
 - c) it deals promptly and courteously with any enquiries about handling personal information
 - d) it describes clearly how it handles personal information
 - e) it will regularly review and audit the way it holds, manages and uses personal information
 - f) it regularly assesses and evaluates its methods and performance in relation to handling personal information

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- g) any breach of the Data Protection and Privacy Policy will be reported as soon as possible to the Information Commissioner's Office within 72 hours of becoming aware of the breach, where feasible, even if full details are not yet available
 - h) all employees are aware that a breach of the rules and procedures identified in this policy may lead to disciplinary action being taken against them.
- 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 the case of any queries or questions in relation to this policy please contact the Data Protection Officer at:
 - Highland Senior Citizens Network
 - Box 301
 - 8 Church Street
 - Inverness IV1 1EA
 - Telephone: 07716 884989
 - Email: hscn@hotmail.co.uk



Record Retention Policy

Purpose

- The purpose of this Policy is to ensure that necessary records and documents are adequately protected and maintained and to ensure that records that are no longer needed by HSCN are discarded at the proper time.
- This Policy is also for the purpose of aiding Trustees and employees of HSCN in understanding their obligations in retaining electronic documents - including e-mail, Web files, text files, sound and movie files, PDF documents, and all Microsoft Office or other formatted files.

Applicability

- HSCN process various types of personal information, also called personal data. Personal data is any information, whether held in hard copy or electronic form, relating to an individual who can be identified, directly or indirectly, from that data. Processing is anything that is done with that information – it includes the collecting, editing, storing/holding/retaining, disclosing/sharing, viewing, recording, listening, erasing/deleting etc. of personal information. Examples of the types of personal information processed by HSCN include, but are not limited to, membership lists; information relating to employees and volunteers; financial records, including in relation to payroll and Gift Aid administration; and information regarding individuals attending HSCN events and activities.
- Personal information may be retained in various ways and places, these include, but are not limited to, minutes of meetings of the Trustees; employment contracts; data base of members of HSCN; registration and/or consent forms for HSCN activities; newsletters / newsheets; and letters and email correspondence.

Retention of records

- Data protection law does not set specific time limits for the retention of different types of personal information. It is up to data controllers to set their own retention periods, which will depend on how long the information is required in relation to the specified purposes for which it is held.
- Retention periods set out in this policy, and decisions relating to the retention (and disposal/erasure) of personal information should be taken with reference to this policy.
- Employees should also bear in mind the general rule that they must always be able to justify why they keep personal information in a form that permits the identification of individuals.
- In all cases where the retention period recommended in this policy for specific types or items of personal information has expired, a review should be carried out prior to disposal, and consideration should be given as to the most appropriate method of secure erasure or disposal.

Disposal/Erasure of records

- Documents containing personal information should be disposed of confidentially and securely either by shredding or by using confidential waste bins or sacks. Such documents may include, but are

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not limited to, those containing names and contact details, health-related information, information relating to members enquiries and financial information.

- Electronic communications including email, social media, etc. and all information stored digitally should also be reviewed regularly and if no longer required should be closed and/or permanently deleted.
- It is understood that the word “**deletion**” can mean different things in relation to electronic data, and that it is not always possible to erase all traces of it. The key issue is to put the data beyond use. Therefore, it will normally be sufficient simply to delete the information, with no intention of it ever being used or accessed again by anyone. In addition to deleting personal information from a live system, it should also be deleted from any back-up of the information on that system.

Retention of records for archiving, research or statistical purposes

- Personal information can be kept indefinitely if held only for archiving purposes in the public interest; scientific or historical research purposes; or statistical purposes. There must be appropriate safeguards in place to protect individuals, for example, in some cases pseudonymisation may be appropriate.
- If retaining personal information for archiving purposes, it must not be used for any other purposes. In cases where archiving is considered appropriate the DPO should be consulted for advice.

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