

# Insight & Motivation Ltd Data Protection Policy

## Aims of this Policy

Insight & Motivation Ltd needs to keep certain information on its employees and service users in order to carry out its day to day operations, to meet its objectives and to comply with legal obligations.

The company is committed to ensuring that any personal data will be dealt with in line with the Data Protection Act 1998. To comply with the law, personal information will be collected and used fairly, stored safely and not disclosed to any other person unlawfully. For the avoidance of doubt, the company may use and exploit, in aggregated and/or anonymised form, any data resulting from or generated through the provision of its services, including disclosing the data to trusted partners. Such aggregated and anonymised data is not personal data.

The aim of this policy is to ensure that everyone handling personal data is fully aware of the requirements and acts in accordance with data protection procedures. This document also highlights key data protection procedures within the company.

## This policy covers directors of the company, employed staff and volunteers.

### Definitions

In line with the Data Protection Act 1998 principles, Insight & Motivation Ltd will ensure that personal data will:

- be obtained fairly and lawfully and shall not be processed unless certain conditions are met;
- be obtained for a specific and lawful purpose;
- be adequate, relevant but not excessive;
- be accurate and kept up to date;
- not be held longer than necessary;
- be processed in accordance with the rights of data subjects;
- be subject to appropriate security measures;
- not to be transferred outside the European Economic Area (EEA).

The definition of 'processing' is obtaining, using, holding, amending, disclosing, destroying and deleting personal data. This includes some paper based personal data as well as that kept digitally.

The Personal Data Guardianship Code suggests five key principles of good data governance on which best practice is based. The company will seek to abide by this code in relation to all the personal data it processes, i.e.

- **Accountability:** those handling personal data follow publicised data principles to help gain public trust and safeguard personal data.
- **Visibility:** Data subjects should have access to the information about themselves that a company holds. This includes the right to have incorrect personal data corrected and to know who has had access to this data.
- **Consent:** The collection and use of personal data must be fair and lawful and in accordance with the DPA's eight data protection principles. Personal data should only be used for the purposes agreed by the data subject. If personal data is to be shared with a third party or used for another purpose, the data subject's consent should be explicitly obtained.
- **Access:** Everyone should have the right to know the roles and groups of people within a company who have access to their personal data and who has used this data.
- **Stewardship:** Those collecting personal data have a duty of care to protect this data throughout the data life span.

#### Type of information processed

Insight & Motivation Ltd processes the following personal information:

- personal details
- financial details
- family details
- lifestyle and social circumstances
- education and employment details

We also process sensitive classes of information that may include:

- physical or mental health details
- racial or ethnic origin
- trade union membership
- religious or other beliefs

Personal information is kept in digital and manual forms.

Employed staff are the only people within the company who will process personal information.

### **Notification**

The needs we have for processing personal data are recorded on the public register maintained by the Information Commissioner. We notify and renew our notification on an annual basis as the law requires.

If there are any interim changes, these will be notified to the Information Commissioner within 28 days.

The name of the Data Controller within the company as specified in our notification to the Information Commissioner is Roy McGunigall.

### **Responsibilities**

Under the Data Protection Guardianship Code, overall responsibility for personal data in an organisation such as a limited company rests with its directors.

Directors delegate tasks to the Data Controller. The Data Controller is responsible for:

- understanding and communicating obligations under the Act;
- identifying potential problem areas or risks;
- producing clear and effective procedures;
- notifying and annually renewing notification to the Information Commissioner, plus notifying of any relevant interim changes.

All employed staff who process personal information must ensure they not only understand but also act in line with this policy and the data protection principles. Breach of this policy will result in disciplinary proceedings.

### **Policy Implementation**

To meet our responsibilities, staff will:

- ensure any personal data is collected in a fair and lawful way;
- explain why it is needed at the start;

- ensure that only the minimum amount of information needed is collected and used;
- ensure the information used is up to date and accurate;
- review the length of time information is held;
- ensure it is kept safely;
- ensure the rights people have in relation to their personal data can be exercised

We will ensure that:

- everyone managing and handling personal information is trained to do so;
- anyone wanting to make enquiries about handling personal information, whether a member of staff or service user, knows what to do;
- any disclosure of personal data will be in line with our procedures.
- queries about handling personal information will be dealt with swiftly and politely.

#### **Training/awareness raising**

Training and awareness raising about the Data Protection Act and how it is followed in this company will take the following forms:

- Provision on induction of this policy and any other guidelines.
- General awareness raising by providing staff with regular reminders about the policy in a team meeting or supervision meeting.

#### **Gathering and checking information**

Before personal information is collected, we will consider:

- what details are necessary for our purposes
- how long we are likely to need this information

We will inform those about whom personal information is gathered on recruitment or take-up of service.

We will ensure that personal information kept is accurate by periodically asking employees and service users to check their personal and pupil details respectively.

Personal sensitive information will not be used apart from the exact purpose for which permission was given.

## **Data Security**

The company will take steps to ensure that personal data is kept secure at all times against unauthorised or unlawful loss or disclosure. The following measures will be taken:

- access to personal information stored manually will be restricted to keyholders using lockable cupboards;
- access to personal information stored digitally will be restricted to certain users;
- personal data is not to be taken off site (as hard copy, on laptop or on memory stick).

Any unauthorised disclosure of personal data to a third party by an employee may result in disciplinary proceedings.

Any unauthorised disclosure of personal data to a third party by a volunteer may result in the termination of the volunteering agreement.

Directors are accountable for compliance of this policy. A director could be personally liable for any penalty arising from a breach that they have made.

Anyone whose personal information we process has the right to know:

- what information we hold and process on them;
- how to gain access to this information;
- how to keep it up to date;
- what we are doing to comply with the Act.

They also have the right to prevent processing of their personal data in some circumstances and the right to correct, rectify, block or erase information regarded as wrong.

Individuals have a right under the Act to access certain personal data being kept about them on computer and certain files. Any person wishing to exercise this right should apply in writing to Roy McGunigall at Insight & Motivation Ltd, 89 Clarendon Road, Southsea PO4 0SA.

The following information will be required before access is granted:

- full name and contact details of the person making the request;
- their relationship with the company (former/current member of staff, director, volunteer, or service user);
- timescales involved.

We may also require proof of identity before access is granted. The following forms of ID will be required: Passport, birth certificate etc.

Queries about handling personal information will be dealt with swiftly and politely.

We will aim to comply with requests for access to personal information as soon as possible, but will ensure it is provided within the 40 days required by the Act from receiving the written request.

#### **Review**

This policy will be reviewed every 1 to 2 years to ensure it remains up to date and compliant with the law.

01.08.2017