

## **Arthur Hill – Save Our Swimming CIC Confidentiality and Data Protection policy**

Arthur Hill - Save Our Swimming CIC is committed to providing a safe environment for our customers, members, and personnel.

We recognise that trust is essential for good community work and is the foundation for all relationships for our organisation. Maintaining confidences is an integral part of building trust between the company and those we work with, and so personal information shared with us will be respected at all times. Those who share personal information with us can expect it to be treated as sensitive and confidential.

Our data protection and confidentiality policy sets out our commitment to protecting personal data and how we implement that commitment with regards to the collection and use of information. We respect the privacy of individuals and their right to access any information we may hold which relates to them. Our paramount consideration will be to ensure that the processing of information is in the interests of the data subject and in acting fairly towards them.

### ***We are committed to:***

- Ensuring that we comply with the Data Protection Act 1998 and the Information Commissioner's eight data protection principles:
  1. Personal data shall be processed fairly and lawfully.
  2. Personal data shall be obtained for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
  3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
  4. Personal data shall be accurate and, where necessary, kept up to date.
  5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
  6. Personal data shall be processed in accordance with the rights of data subjects under the Data Protection Act 1998.
  7. Appropriate technical and organisational measures shall be taken against unauthorised and unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
  8. 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.

The Information Commissioner's checklist on compliance with the Data Protection Act is included as an annex to this policy.

- Meeting our legal obligations as laid down by the Data Protection Act 1998. Ensuring that data is collected and used fairly and lawfully.
- Holding a minimum of personal data as necessary only to meet our operational needs or fulfil legal requirements.
- Ensuring that information will not be passed on to any third party without the subject's consent unless:
  - There is a danger that the individual in question will be harmed, in which case they will be

told that the information will be passed on to the appropriate agencies, and encouraged to agree to this.

- The individual discloses that they are involved in or plan to become involved in acts of terrorism.
- Taking steps to ensure that personal data is up to date and accurate.
- Establishing appropriate retention periods for personal data.
- Ensuring that individuals have access to any information we may hold on them and ensuring their data subjects' rights can be appropriately exercised.
- Providing adequate security measures to protect personal data and other sensitive information.
- Ensuring that a nominated officer is responsible for data protection compliance and provides a point of contact for all data protection issues. The nominated officer is the Company Secretary, Peter Burt.
- Ensuring that all Directors, staff and volunteers are made aware of good practice in confidentiality and data protection.
- Providing adequate training for all Directors, staff, and volunteers responsible for personal data.
- Ensuring that everyone handling personal data knows where to find further guidance.
- Ensuring that queries about data protection, internal and external to the organisation, are dealt with effectively and promptly.
- Regularly reviewing data protection procedures and guidelines within the company.

***Our reasons for processing personal information are:***

To enable us to carry out trading and fundraising on behalf of our company and to generate income on our behalf; to advertise our services; maintain our own accounts and records, and to support and manage our members, employees, and volunteers.

***Directors, employees and volunteers***

All Directors, employees, volunteers, and contractors are expected to uphold the company's commitment to confidentiality. This means that they are expected to:

- Sign a confidentiality agreement with the company (see below).
- Keep records, files and documents stored in a safe and secure manner.
- Not discuss any information given to them in confidence, unless they have a safeguarding or terrorism concern or the person in question gives their permission.
- Tell someone in the rare circumstances when their information cannot be kept confidential (ie a

safeguarding concern).

Directors, employees, and volunteers can expect that the company will:

- Advise them on a suitable means for storing confidential information.
- Ensure that their own information (eg medical or emergency contact information, information on salaries) is stored securely, is kept confidential and only seen by colleagues who need to have access to it.
- Destroy personal information after an appropriate period when they cease to work for the organisation.
- Take disciplinary action where the Confidentiality and Data Protection Policy is not upheld.

### ***Customers and members***

Customers and members of our company can expect that the information they provide to us will:

- Be kept in a secure, confidential manner and only used for the purpose provided.
- Enable the company to ensure they receive information from us that is necessary eg newsletters, letters, and emails regarding information about our events and activities.
- Not be sold.
- Will not shown to other organisations without prior consent.
- Be available to them on request (on payment of any permitted access fee if appropriate).  
Subject access requests for information held on any individual should be referred immediately to the Company Secretary for a response.

Adopted: 15 February 2017  
Review date: February 2018

Arthur Hill – Save Our Swimming Community Interest Company  
35 – 39 London Street  
Reading RG1 4PS

## **Confidentiality Agreement**

Form for all Directors, employees, volunteers, and contractors to sign

During the course of your work with Arthur Hill – Save Our Swimming CIC you may acquire or have access to confidential information which must not be disclosed to any other person. This condition applies during the time of your work with Arthur Hill – Save Our Swimming CIS and after your work with us ends.

Confidential information includes all information relating to company personnel, members, and customers. Such information may be in the form of records on databases and mailing lists, electronic or hand-written documents and messages, or gained from conversations and telephone conversations. If you are in doubt as to whether information should be treated confidentially please check with the Company Secretary, Peter Burt.

The Data Protection Act 1998 regulates the use of computerised information and paper records of identifiable individuals and forbids unauthorised disclosure of such information. Arthur Hill – Save Our Swimming CIC is registered in accordance with this legislation.

I understand that I am bound by a duty of confidentiality and the requirements of the Data Protection Act 1998 and agree to treat information obtained during my work with Arthur Hill – Save Our Swimming CIC in confidence.

Name:

Signature

Date:

For Arthur Hill – Save Our Swimming CIC

Name:

Signature:

Date:

One copy to be given to the signatory and one copy to be kept on file.

## Annex

### A Quick 'How to Comply' Checklist

This short checklist will help you comply with the Data Protection Act (the Act). Being able to answer 'yes' to every question does not guarantee compliance, but it should mean that you are heading in the right direction. At the end is a list of guidance on particular areas where you may need more help as well as telephone helpline numbers.

- Do I really need this information about an individual? Do I know what I'm going to use it for?
- Do the people whose information I hold know that I've got it, and are they likely to understand what it will be used for?
- Am I satisfied the information is being held securely, whether it's on paper or on computer? And what about my website? Is it secure?
- Am I sure the personal information is accurate and up to date?
- Do I delete/destroy personal information as soon as I have no more need for it?
- Is access to personal information limited only to those with a strict need to know?
- If I want to put staff details on our website have I consulted with them about this?
- If I use CCTV, is it covered by the Act? If so, am I displaying notices telling people why I have CCTV? Are the cameras in the right place, or do they intrude on anyone's privacy?
- If I want to monitor staff, for example by checking their use of email, have I told them about this and explained why?
- Have I trained my staff in their duties and responsibilities under the Act, and are they putting them into practice?
- If I'm asked to pass on personal information, am I and my staff clear when the Act allows me to do so?
- Would I know what to do if one of my employees or individual customers asks for a copy of information I hold about them?
- Do I have a policy for dealing with data protection issues?
- Do I need to notify the Information Commissioner?
- If I have already notified, is my notification up to date, or does it need removing or amending?

If you need any more information about this or any other aspect of data protection, please contact us: see our website [www.ico.org.uk](http://www.ico.org.uk)

Other useful publications:

You can find all these publications on our website at [www.ico.org.uk](http://www.ico.org.uk)

Aimed particularly at small businesses:

- Employment Practices Code – A Quick Guide (PDF)

General guidance:

- CCTV Code of Practice
- Guide to the Privacy and Electronic Communications Regulations
- Subject Access Request Checklist
- Disclosing information about tenants
- Electronic mail marketing
- Outsourcing: a guide for small and medium-sized businesses
- Using the crime and taxation exemptions
- Good Practice Note – Tied agents and independent financial advisers

Information Commissioner's Office

2 February 2016