

# Data Protection Policy

**Updated: September 2024**

**Updated by: Amy Ginnetta**

**Approved by: Graham Chambers**

## Introduction

This policy is to ensure that Triple Skillz complies with the requirements of the General Data Protection Regulation, Data Protection Act 2018, and associated guidance and Codes of Practice issued under the legislation.

## Scope

The Information Policy applies to information in all forms including, but not limited to:

- Hard copy or documents printed or written on paper.
- Information or data stored electronically, including scanned images.
- Communications sent by post/courier or using electronic means such as email, fax or electronic file transfer.
- Information or data stored on or transferred to removable media such as CD, DVD, USB storage device or memory card.
- Information stored on portable computing devices including mobile phones, tablets, cameras and laptops.
- Speech, voice recordings and verbal communications, including voicemail.
- Published web content, for example intranet and internet.
- Photographs and other digital images.

This policy is Triple Skillz's main information governance policy and addresses:

- Data Protection (including rights and complaints)
- Information Asset Management

Personal data will be processed in accordance with the requirements of GDPR and in compliance with the data protection principles specified in the legislation.

Triple Skillz has notified the Information Commissioner's Office that it is a Data Controller and has appointed a Data Protection Officer (DPO).

Details of the DPO can be found here:

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Graham Chambers

graham@tripleskillz.org.uk

Tel: 07940 06738

The DPO is a statutory position and will operate in an advisory capacity. Duties will include:

- Acting as the point of contact for the Information Commissioner's Office (ICO) and data subjects;
- Facilitating a periodic review of the corporate information asset register and information governance policies.
- Assisting with the reporting and investigation of information security breaches
- Providing advice on all aspects of data protection as required, including information requests, information sharing and Data Protection Impact Assessments; and
- Reporting to Board Members on the above matters

### Training

Triple Skillz will ensure that appropriate guidance and training is given to the relevant staff and volunteers on access to information procedures, records management and data breach procedures. Individuals will also be made aware and given training in relation to information security.

Triple Skillz will maintain a 'training schedule' which will record when employees have completed Data Protection training and when a refresher is due to be completed.

Triple Skillz will ensure that any third-party contractors have adequately trained their staff in information governance by carrying out the appropriate due diligence.

### Privacy notices

Triple Skillz will provide a privacy notice to data subjects each time it obtains personal information from or about that data subject. Our main privacy notice will be displayed on the Triple Skillz website in an easily accessible area.

A privacy notice for employees will be provided at commencement of their employment with Triple Skillz.

Privacy notices will be cleared by the DPO prior to being published or issued. A record of privacy notices shall be kept on Triple Skillz's Information Asset Register.

### Information sharing

In order to efficiently fulfil our duty for the Triple Skillz to share information with third parties. Routine and regular information sharing arrangements will be documented in our main privacy notice (as above). Any ad hoc sharing of information will be done in compliance with our legislative requirements.

### Data Protection Impact Assessments (DPIAs)

Triple Skillz will conduct a data protection impact assessment for all new projects involving high risk data processing as defined by GDPR. This assessment will consider the privacy risks and implications of new projects as well as providing solutions to the identified risks.

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The DPO will be consulted at the start of a project and will advise whether a DPIA is required. If it is agreed that a DPIA will be necessary, then the DPO will assist with the completion of the assessment, providing relevant advice.

### Retention periods

Retention periods will be determined by any legal requirement, best practice or national guidance, and lastly the organisational necessity to retain the information. In addition, IAOs will take into account the Limitation Act 1980, which provides timescales within which action may be taken for breaches of the law, when determining retention periods.

### Destruction of records

Retention periods for records are recorded in the Triple Skillz's IAR. When a record reaches the end of its retention period the IAO will arrange for the records, both electronic and paper to be destroyed securely.

Provisions to destroy paper information securely include cross cutting shredders and confidential waste bins.

Advice with regards to the secure destruction of electronic media will be sought from relevant IT support.

A record should be retained of all files destroyed including, where relevant:

- File reference number,
- Description of file,
- Date of disposal,
- Method of disposal,
- Officer who destroyed record

### Third party Data Processors

All third-party contractors who process data on behalf of Triple Skillz must be able to provide assurances that they have adequate data protection controls in place to ensure that the data they process is afforded the appropriate safeguards. Where personal data is being processed, there will be a written contract in place with the necessary data protection clauses contained.

### Requests for information under the GDPR

Requests under this legislation should be made to the Managing Director.

Any member of staff may receive a request for an individual's personal information. Whilst GDPR does not require such requests to be made in writing, applicants are encouraged where possible to do so; applicants who require assistance should seek help from Triple Skillz. Requests will be logged within 48 hours and acknowledged within 7 days.

We must be satisfied as to your identity and may have to ask for additional information such as:

- Valid Photo ID (driver's licence, passport etc).
- Proof of Address (Utility bill, council tax letter etc).
- further information for Triple Skillz to be satisfied of the applicant's identity.

Only once Triple Skillz is satisfied of the requestor's identity and has sufficient information on which to respond to the request will it be considered valid.

Should we think any exemptions are necessary to apply we will seek guidance from our DPO to discuss their application.

### Data Subject rights

As well as a right of access to information, data subjects have a series of other rights prescribed by the GDPR including:

- Right to rectification
- Right to erasure
- Right to restrict processing
- Rights in relation automated decision making and profiling

All requests exercising these rights must be in writing to the Managing Director who will acknowledge the request and respond. Advice regarding such requests will be sought from our DPO. A record of decisions made in respect of the request will be retained, recording details of the request, whether any information has been changed, and the reasoning for the decision made.

### Complaints

Complaints will be handled through the Managing Director. Any individual who wishes to make a complaint about the way we have handled their personal data should contact the DPO on the address provided.