

Darlington Culture Volunteer Policies and Procedures

Data Protection

Our data protection policy is based in the Data protection Act 1998; it follows the 8 principles laid down in the act and is to ensure that all 'data' or information is handled carefully and securely.

There are several types of data:

Personal data

Information relating to a living, identifiable individual

Sensitive personal data

Information relating to:

Racial or ethnic origin

Political views

Religious beliefs

Trade union membership

Physical or mental health

Sexual life

Criminal convictions or proceedings

There will be several volunteer roles which will involve handling different types of information.

Administration/ Information Stand Volunteer

These volunteers will handle **personal data** such as names and contact details of members of the public or potential new volunteers.

Collecting Public Audience Feedback

These volunteers will also be collecting **personal data** such as frequency of Theatre attendance, location and age group.

Darlington Hippodrome Archive Volunteers

Archive volunteers will be handling lots of different types of data including **personal** and some **sensitive data** such as **mailing lists, financial records and legal documents**.

We will be using the example of an Information Stand volunteer collecting the contact details of a member of the public interested in becoming a Darlington Culture Volunteer to illustrate the best practice in collecting and handling data according to the 8 principles.

Principle 1

Information must be processed fairly and lawfully

We need to tell the member of the public what we are doing with their information, why we are collecting it, who we will be sharing it with and what the result will be

E.g. tell the interested volunteer that we are taking their name and contact details so that one of the Volunteer Co-ordinators can discuss volunteering with them at a later date.

Principle 2

Information must only be processed for a specific purpose(s)

We need to make sure that we collect and use personal information for a specific purpose and make sure that the members of the public understand what we will do with their information and who we

will share it with. We can also offer under certain circumstances a chance to opt out of providing information.

E.g. tell the interested volunteer that we will only use that information for the intended purpose and that they can, at a later stage, state they are not interested and they will not be contacted again.

Principle 3

Only collect the information that we need

We need to make sure that we only collect the information that we need. We must not collect information “just in case”: this is to make sure we don’t get overrun with too much information.

E.g. only take the information prompted on the Expression of Interest form.

Principle 4

Ensure the information is accurate and kept up to date

Poor information can lead to poor decisions, so we need to:

- check the accuracy of information at the point of collection
- seek assurances about the accuracy of the information
- amend mistakes or record errors
- update records as often as reasonably possible
- uphold the data subject’s right to challenge inaccuracies

E.g. confirm any numbers of spellings

Principle 5

Do not keep information for longer than is necessary and dispose of past information securely

As an organisation we need to make sure that we retain records in line with any legal, regulatory or business requirements; we also will dispose of any sensitive material securely when their retention period has ended.

E.g. assure the potential volunteer we will remove their contact details from our mailing list if they state at a later date they wish to opt out.

Principle 6

An individual has a right to access their data, ask for it to be changed, rectified or destroyed when appropriate.

An Individual has:

- a right of access to a copy of the information comprised in their personal data (via a Subject Access Request)
- a right to object to processing that is likely to cause or is causing damage or distress
- a right to prevent processing for direct marketing
- a right to object to decisions being taken by automated means
- a right in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed
- a right to claim compensation for damages caused by a breach of the Act

e.g. explain to the potential volunteer that the Volunteer Co-Ordinator will confirm their contact details and that they can request not to be contacted again.

Principle 7

Information must be kept securely

Darlington Culture Volunteers has security measures in place to ensure:

- only authorised people can access, alter, disclose or destroy personal data
- those people only act within the scope of their authority
- if personal data is accidentally lost, altered or destroyed, it can be recovered to prevent any damage or distress to the individuals concerned

e.g . explain to the potential volunteer that only the Volunteer Co-ordinator or authorised administration volunteers will have access to their contact details and that they will never be published or shared.

If you are interested in an administrative volunteer role or working on the archive you will be given some guidance on:

- **Information Sharing**
Information is shared appropriately and lawfully
- **Document and Records Management**
Accurate, up-to-date, available and understandable records that stored, managed and disposed of in line with our legal
- **Email**
Are protected from unauthorised access or modification
Are correctly addressed to ensure they reach the intended recipient
Are sent in line with approved policies and procedures
Contain appropriate content
Comply with the requirements of any applicable laws or regulations and business requirements
- **Printing**
Whether using locally or centrally located printers we need to ensure the security of information printed on documents.
- **Unauthorised access to information**
Information is only available to those who have a right to see it.
- **Phone and Fax**
Before sharing personal data over the phone you should ensure you are satisfied with the identity of the caller and that they are entitled to the information. You should not use speaker phone or leave messages containing personal data.
- **Clear Desk policy**
Information left on view, and documents and portable equipment left unattended present the risk of them being misused, mislaid or stolen.
- **Password management**
If used correctly passwords are a cost effective and simple way of controlling access to computer systems and the information held on them

Principle 8

Transfer of information



We need to make sure that we only transfer personal information to countries that have appropriate controls in place to safeguard it; this is not a principle that Darlington Culture Volunteers will be affected by.