## Citizens Advice Leiston, Saxmundham & District

## Data protection policy

## 1. Statement of policy

Citizens Advice Leiston, Saxmundham & District (“the Bureau”) is fully committed to compliance with the requirements of the General Data Protection Regulation (GDPR), Data Protection Act 1998 and any successor legislation (together, the ‘data protection legislation’). Citizens Advice is committed to a policy of protecting the rights and freedoms of individuals with respect to the processing of their personal data and special category personal data.

The Bureau will therefore follow procedures which aim to ensure that all employees and volunteers, and others who have access to any personal data held by or on behalf of the local office, are fully aware of and responsible for the handling of personal data in line with the data protection legislation.

In order to operate efficiently, the Bureau has to collect and use information about people with whom it works. These may include current, past and prospective clients; current, past and prospective employees; current, past and prospective volunteers; and our suppliers.

***A separate Data Sharing Agreement for the Petra (superseded by Casebook) Case Management System exists, dated 23 April 2013 and signed by CitA and by Bureau Chairman and Manager. A copy is kept in the Manager’s office at Leiston.***

**Data protection legislation and in particular Article 5 (1) of the GDPR requires that personal data shall be used in accordance with the following principles:**

a) processed lawfully, fairly and in a transparent manner in relation to individuals

b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes

c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed

d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard

to the purposes for which they are processed, are erased or rectified without delay

e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and

f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.”

Article 5 (2) of the GDPR requires that:

“the controller shall be responsible for, and be able to demonstrate, compliance with the principles.”

**Lawful basis for processing personal data under the data protection legislation**

The Bureau primarily uses legitimate interest to process client personal data.

The Bureau also process personal data under the following lawful bases:

Legitimate interests: the processing is necessary for the Bureau’s legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual’s personal data which overrides those legitimate interests.

**Lawful basis for processing special category personal data**

Special category data is defined as personal data consisting of information as to:

* race;
* ethnic origin;
* politics;
* religion;
* trade union membership;
* genetics;
* biometrics (where used for ID purposes);
* health;
* sex life; or

sexual orientation**.**

The Bureau process special category personal data under the following lawful bases:

Explicit consent: the data subject has given explicit consent to the processing of those personal data for one or more specified purposes.

## 2. Handling of personal data and special category personal data

The Bureau will, through appropriate management and the use of appropriate controls adhere to the following in regards to our use of personal data and special category personal data;

* Provide up to data privacy notices to data subjects.
* Collect and process appropriate information and only to the extent that it is needed to fulfil operational needs or to comply with legal requirements.
* Ensure the quality and accuracy of information when collected or received and during its use.
* Apply checks to determine the length of time information is retained.
* Take appropriate technical and organisational security measures based on risks to data subjects.
* Not transfer outside the EEA without suitable safeguards.
* Ensure that any information incidents are reported to national Citizens Advice and where appropriate the data subject and the Information Comissioners Office.
* Mitigate risks to the data subjects in the event of an information incident using an appropriate data breach policy.
* Ensure that the rights of our data subjects can be properly exercised.

These rights include:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erase
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

In addition, we will ensure that:

* There is someone with specific responsibility for data protection in the organisation. The post responsible for data protection is the Bureau Manager, Martin Jones.
* Organisational information and in particular privacy risks are risk assessed, documented and controlled.
* Everyone managing and handling personal data and special category personal data understands that they are responsible for following good Information Governance / Assurance practice and for complying with the data protection legislation.
* Everyone managing and handling personal data and special category personal data is appropriately trained and supervised to do so.
* Queries about processing personal data and special category personal data are promptly and courteously dealt with within the requirements of the data protection legislation.
* Methods of handling personal information is assessed and evaluated regularly and;
* Data sharing and processing is carried out under an appropriate written agreement, setting out the scope and limits of the sharing. Any disclosure of personal data will be in compliance with approved procedures.

All employees and volunteers are to be made fully aware of this policy and their duties and responsibilities under it. All employees and volunteers will take steps to ensure that personal data is kept secure at all times against unauthorised or unlawful loss or disclosure. In particular they will ensure that:

* Paper files and other records or documents containing personal /sensitive data are kept in a secure environment;
* Personal data held on computers and computer systems is protected by the use of secure passwords; and
* Individual passwords are such that they are not easily compromised.

## 3. Client management systems

As part of our membership of Citizens Advice, the Bureau will use the relevant case management system provided by Citizens Advice, (currently Casebook) and by doing so agrees to adhere to the data sharing agreement between the respective parties.

Citizens Advice and each individual local Citizens Advice are joint data controllers for the personal data and special category personal data within the Casebook application and therefore each have a joint responsibility to ensure compliance with data protection legislation.

Casebook is used to process information, personal data and special category personal data provided by clients in the course of seeking advice and guidance from the Citizens Advice service.

All information, personal data and special category personal data is to be regarded as being confidential between the individual and the Citizens Advice service unless expressly indicated otherwise.

Data sharing is required so that both the client and Citizens Advice have flexibility in where, how and when clients receive the service and the need to only enter this client data once. The data protection legislation provides the legal framework under which personal data and special category personal data can be processed.

Data is shared to provide the service to clients, to refer clients to other organisations, for following up with the client for feedback, to enable Citizens Advice to act on behalf of the client when authorised, to understand trends and carry out research to enable policy work. The data shared will always be the minimum necessary required to carry out the business purpose.

In all cases the relevant consent must be obtained or alternative lawful basis determined, for any processing or sharing of client personal data and special category personal data.

**Use of CASE/Petra/Casebook**

The Bureau used CASE until August 2013 to record electronically the advice given to clients. CASE was superseded by Petra, for which a separate Data Sharing Agreement exists, and CASE was them superseded by Casebook in December 2017, but the principles on which CASE data protection was based remain valid in many aspects of the Bureau’s work.

**5. Implementation**

The Trustee Board, the Manager and the Deputy Managers are responsible for leading and monitoring policy implementation. They will also have overall responsibility for:

• the provision of cascade data protection training for staff and volunteers within the Bureau; and

• carrying out compliance checks to ensure adherence, throughout the Bureau, with the Data Protection Act.

**6. Notification to the Information Commissioner**

The Information Commissioner maintains a public register of data controllers. The Citizens Advice Bureau is registered as such and the named person is the Bureau Manager, currently Nick Mayo.

The Data Protection Act 1998 requires every data controller who is processing personal data to notify and renew their notification on an annual basis. Failure to do so is a criminal offence. The Bureau Manager is responsible for this and will review the Data Protection Register annually, prior to notification to the Information Commissioner.

Any changes to the register must be notified to the Information Commissioner within 28 days. To this end, any changes made between reviews will be brought to the attention of the Director of Corporate Affairs immediately.

**7. Relationship with existing policies and supporting documentation**

This policy has been formulated within the context of a range of Bureau policies such as those relating to IT security, confidentiality and information assurance.

In addition, pro forma are in use for requesting consent to store data (from clients, staff and volunteers) and can be found in the general office at Leiston, in each interview room as in the outreach workers’ packs.

Policy downloaded from BMIS and added to the Quality Manual on 7 November 2012, reviewed and amended 30 January 2014, 15 January 2015, 3 February 2016, 3 February 2017, 2 February 2018, 25 May 2018