



BARROW UPON SOAR GOOD NEIGHBOUR SCHEME

Data Protection & Privacy Policy

P001

This policy sets out how personal information is collected, used and protected for adults receiving support from non-professional volunteers and for the volunteers themselves. It is written to help people understand what information is held, why it is needed, and how their privacy is respected.

Purpose and scope

- The **purpose** of this policy is to explain clearly how Barrow upon Soar Good Neighbour Scheme (BGNS) handles personal information in line with the Data Protection Act 2018.
- It applies to adults who receive support from volunteers (“members”), to the volunteers themselves, and to anyone who contacts or works with BGNS in connection with its activities.

How to contact us

- The BGNS can be contacted by calling 07771 625 591.

What data we collect

- BGNS collects basic details such as name, address, telephone number, email address and, where relevant, age and gender so that contact can be maintained and support can be organised.
- Where necessary for safe support, BGNS may also ask the member or his/her immediate family or carer for medical information and next of kin details, for example allergies, emergency medications or other health needs that volunteers must know to support someone safely.

Data created through support

- When volunteers provide help, BGNS may create records about tasks carried out, services requested, events attended and any concerns or incidents that arise.
- For volunteers, BGNS may record extra information such as emergency contacts, relevant medical details and criminal record checks where required for safeguarding or insurance reasons.

How and why data is used

- Personal information is used to plan and record support, match volunteers to tasks, respond to enquiries and manage the safe running of the scheme.
 - BGNS may also use information to review how well services are working, improve what is offered, and make sure legal, safeguarding and insurance requirements are met.
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Sensitive information and safeguarding

- Sensitive information, such as health details or information from criminal record checks, is only collected when there is a clear need, for example to protect someone's vital interests or to meet safeguarding duties.
 - This type of information is kept more securely, accessed only by people who genuinely need it, and retained only for as long as necessary.
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Sharing information

- BGNS does not sell personal information and will not pass it to other organisations unless there is consent, a clear legal duty, or a serious safeguarding concern that requires sharing with statutory bodies.
 - When third-party information (such as details of other services) is sent out, this is normally included within BGNS's own communications rather than by giving those organisations direct access to personal data.
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Storage, security and retention

- Personal information is mainly stored electronically using secure systems, with access restricted to authorised people who require access. Essential paper records are kept in locked or otherwise secure locations.
 - BGNS follows a policy of keeping information only for as long as it is needed, regularly reviewing what is held and securely deleting or destroying data that is no longer required, including when someone stops using the scheme or stops volunteering.
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Securing access to information

In general, NCSC advice is central to our cybersecurity procedures.

BGNS volunteers should be made aware of security risks such as phishing scams and device security. It is recommended that they improve their account security with (a) a strong password and (b) 2-factor authorisation for Facebook, WhatsApp and Google services.

Those with access to members' digital records are *required to adopt this level of security* on all devices that are used to access the information.

N.B. The P001.appendix describes a more detailed security analysis.

Your choices and rights

- People can ask to see the information held about them, request corrections to inaccurate information, object to certain uses of their data and, in some cases, ask for data to be deleted.
 - Individuals can also change how BGNS contacts them, including opting out of marketing or general updates while still receiving essential information about the support they receive or provide.
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Concerns and complaints

- Questions or concerns about how information is used can be raised directly with BGNS using the contact details given in the policy.
 - If someone is not satisfied with the response, they can contact the UK Information Commissioner's Office, which oversees data protection and privacy law and can investigate complaints.
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Policy document review

- We will review and amend this policy from time to time to ensure it remains up-to-date. Our Privacy statement and the current version of our policy will always be posted on our website.