

## Data Protection Procedures:

**For all Employees and Volunteers:** Please ensure you have read and understood this Procedure before accessing or processing any personal data at Norwich Buddhist Centre.

**Employees:** Please ensure that all volunteers receive a copy of this Procedure as well as training on data protection when they first come in to volunteer. Please also ensure that all volunteers sign the Data Protection Training and Procedures Document.

### **Security and data protection:**

- Keep the Norwich Buddhist Centre office locked when no one is in the office.
- Ensure that no personal data or security information such as passwords is visible to the public – this should be kept securely and only be accessible to employees or volunteers who are required to access this information.
- Computer files containing personal data are kept in encrypted folders for security.
- A paper copy of the contact list will be stored in lockable draws at reception. This must be kept up to date and individuals who request to have their data removed must also be removed from this list.
- Keep all passwords secure – do not share them with anyone. Norwich Buddhist Centre recommends that all passwords contain both capital and lower-case letters, symbols and numbers to increase security. Norwich Buddhist Centre recommends that passwords are only changed when a security breach happens or is suspected in order to keep passwords more secure.
- Always lock screens when you leave a computer unattended, leave a desk or room.
- Always dispose of confidential waste securely by either shredding or permanently deleting it.
- Always take care when opening emails with attachments or links – do not open an attachment or click on a link that does not come from a trustworthy source. Ensure that the email is genuine before proceeding to prevent cyber-attacks.
- Ensure that all hardcopies of personal data are securely stored when not in use – please store all bookings folders and folders containing other personal information in lockable draws at reception desk or lockable draws in the office, draws should be locked and key stored securely when no one is at reception.
- Where possible position computer screens away from windows, at the reception desk where this is not possible, ensure that this is checked from outside to ensure that personal data is not being disclosed accidentally.
- When information is shared externally ensure that you use an encryption service to ensure that data is transmitted securely.

- Where information is shared in hard copy and taken out of the centre, this must be done securely.
- Both backup disks are updated at the end of each week on a Friday, to ensure that data is securely backed up in case of corruption or loss of files. When not in use, back up disks are stored in lockable safe.

### **Collection and storage of data:**

- Only collect personal information that is necessary for a particular business purpose – see Privacy Notice for more information.
- Whenever information is collected from someone, ensure that the centre already has a consent form for the individual or that you get consent in writing from the individual. Consent must be kept on the computer systems.
- Update any personal information changes quickly such as change of address, marketing preferences etc.
- Delete personal information no longer required for business purposes or as soon as possible when requested to do so by the individual. Refer to the Data Retention Period Policy for retention periods.
- Be aware that if you release customer / employee records without an individual's consent, you are committing an offence.
- Limit the amount of information given or taken over the telephone and ensure that anyone requesting information is who they say they are and has the right to request and receive this information.
- Do not give personal information to members of the public / other people using the centre – for example if someone phones up asking for the address of an individual in the Sangha, we cannot provide this information.
- Before contacting anyone regarding future courses or other promotional information, ensure that Norwich Buddhist Centre has consent to do so.
- If people choose to Unsubscribe from Mailchimp we need to keep them in an unsubscribe list - this is what is called "suppression" by the ICO and ensure we do not contact someone who has requested not to be contacted.

Please be aware, we are registered with the Information Commissioners Office (ICO) and that if there are any changes in business usage of personal information we may need to inform the ICO.

Please be aware that under the General Data Protection Regulation coming into place in May 2018:

- Anyone whose data we hold has the right to request and receive a copy of the personal information that we hold on them individually (a Subject Access Request) – a subject access request may be made over the phone, via email or in person and must be acted upon immediately.
- If you receive a request in this way, the Data Controller must be informed and immediate action taken.

- Upon receiving a subject access request, Norwich Buddhist Centre has 40 days to respond to the request.
- The identity of the individual requesting the data must be checked to ensure they are who they say they are.
- Other people's data must not be contained in the response to this request.

April 2018