



Keeping safe and legal

Data protection and confidentiality

Requirements and support for Local and Community Groups

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Introduction to this guide

The Data Protection Act 2018, DPA 2018, and the General Data Protection Regulations, GDPR, form part of the data protection regime in the UK. They set out some very clear rules regarding how information about a living person should be handled.

People trust us to store and use their information properly and all Diabetes UK staff and volunteers are expected to follow our Data Protection and Confidentiality Policy.

GDPR applies to anything where you're collecting, storing or processing personal information. This means that we need to

- give people choice about when and how we stay in touch
- get consent before collecting contact details
- explain clearly why we are collecting the information and what you will use it for.

You might collect and store individual's details to

- send a newsletter to your members
- send details of your next meeting
- update your group about a change in committee.

This guidance will show you how to stay within data protection law and help us to keep safe and legal.



Definitions of data

There are different types of data that we need to understand.

Personal data and information

Personal data is any information that could allow a living person, called the subject, to be identified. This includes names, email and physical addresses and telephone numbers.

Sensitive data/information

Sensitive data includes information about someone's health, age, political beliefs, sexual orientation, religion, race and criminal records.

There are extra rules on how sensitive data must be handled.

You shouldn't need to collect or store this data as part of your volunteer role with your group, but it's important to recognise the difference between personal and sensitive data.

If you think you need this information, let your volunteering team know so we can support you with this

Confidential business information

This is any information about our organisation that, if disclosed, may be:

- prejudicial to the business of the organisation
- could be used to threaten the security of its property and its systems or
- could cause embarrassment to the organisation.

This may include:

- commercially sensitive data about the charity
- non-public details about the charity's finances
- internal management discussions or decisions not for current disclosure
- information security arrangements.

Understanding the law

Diabetes UK's Keeping safe, legal and healthy policy provides more information about data protection law and information security. Please ask your local volunteering team for a copy of this policy.

Below are the most important principles that groups and lead volunteers must be aware of, and operate in line with, to ensure we are keeping safe and legal. To help you to keep to these principles there are some simple **Do's** and **Don'ts**.

The principles of data protection

Data must be collected lawfully, fairly and transparently

The person must understand **why** you require their information and have agreed – or consented – that you can collect it.

You should be clear about what you're going to do with the information. Would the person expect their data to be used in the way you are using it?

For example, if you only have a group member's consent to send a newsletter, do not use the details to share with another charity.



Top tip

This statement **must be used** when collecting contact details

Consent statement

We'd love to keep in touch with you by email and phone to let you know about our meetings and events.

We will only use these details to keep in contact about the group, and will not share them with anyone else. Please tick the box to tell us you are happy to receive emails: ☐

If you want to stop hearing from us at any time, please let us know by emailing [insert group email address].



Do

Use the statement above that records consent.



Don't

Collect any data without asking for consent first.

There should be a purpose for collecting the information and it should only be kept for as long as it takes to complete that purpose

Don't pass it to any other organisation or share it unless you have consent to do this.

If you are asked to, or think you need to share information, then you must first speak to your local volunteering team before you do anything.



Do

Ask yourself what the purpose of collecting the data is before you collect it. Do you really need it?



Don't

Use information you hold for any reason other than that set out when you collected it.

There must be a good reason for collecting the data and only necessary data should be collected

Why you're collecting the information and what you're doing to do with it must be made clear.

For example, if you are collecting a group member's email address to let them know the meeting and event schedule for the year, then make this clear when you are collecting it.

You may only need their name and email address, or you may also need a postal address and phone number.



Do

Be clear about **why** you are collecting information.



Don't

Collect diabetes type, ethnicity, or any other sensitive data. You do not need this information to stay in touch with your members.

Data should be accurate and kept up to date

Every reasonable step must be taken to ensure that personal data that is inaccurate is deleted or rectified without delay.



Do

Regularly check that the information you hold is accurate and up to date and delete or remove information you hold immediately when asked to do so by the individual.



Don't

Assume the information you collected a while ago is still correct.

Data should not be kept for longer than is necessary

You must only use information for the reason given, keep it up to date and destroy it when it is no longer needed.



Do

Remove any records that are not needed at least once a year. For example, you should delete the details of group members from your locked document if they are no longer a member.



Don't

Hold on to data for longer than you need it.

You must store personal and sensitive data safely and securely



Do

Think about how and where you will store the information. For example, in a locked folder on your computer or a locked cabinet. **Talk to your local volunteering team if you need any support with this.**



Don't

Leave personal or sensitive data unattended so that others can see it. For example, left out on a table after a group meeting.

Six questions to ask yourself

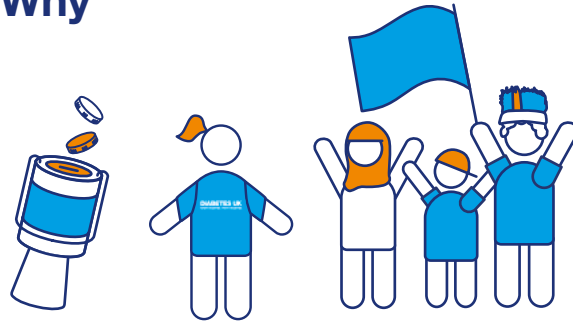
Know the answer to these six questions before you collect or store personal data.

Who



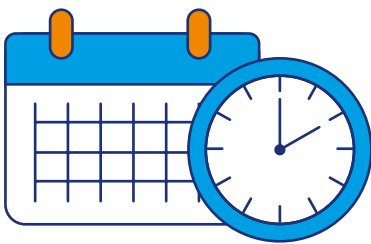
Whose data are you collecting?
Is it an adult or child?

Why



Why are you collecting it? Is it for fundraising, an event, or volunteering?

When



When are you collecting it?
What is the date and time?

Where



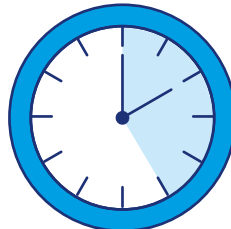
Where are you collecting it? Is it an electric or paper form? Is it being taken over the telephone?

What



What personal data are you collecting?
Is it bank details, sensitive healthcare information, or a home address?

How



How long are you keeping it for?

Support and guidance

Your local volunteering team will provide information and resources about how to handle, store and secure any personal or sensitive information as part of the induction to your role. They can offer ongoing support and guidance when needed.

Someone in your local volunteering team will also visit you once a year to support you with a **Keeping Safe and Legal Confidence Check**. This will also include checks for health and safety and safeguarding if that applies to your group. This will give you assurance that we are keeping safe and legal, allowing you to confidently continue and develop the vital work that you do.

Practical advice when handling personal data

This includes personal, sensitive and business confidential data.

Collecting information

- Always remember, when you collect information you need to use the **GDPR consent statement**, see page 5.
- Please make sure the GDPR statement is written on any forms you use, for example, membership registration, or events sign up forms. Also, if you collect any information over the phone, you must also read out the statement so that they understand and can give consent.

Sharing information

If you think you need to, or are asked to share information, then you must first speak to your local volunteering team before you do anything.

Paper records

- Always store in a locked drawer or cupboard when not in use.
- Never leave documents lying around unattended.
- If you are carrying your file in your car and will be leaving it unattended, lock the file in the boot out of sight.
- Check your records once a year and remove the details of anyone who is no longer involved. Records must be disposed of carefully. If you have a criss-cross shredder, then please shred the documents. If you don't own one, contact your local volunteering team for advice on safe and secure disposal.
- Pass all of your papers to another member of the group if you leave your role and please let your local volunteering team know.
- Pass a copy of this guide to new volunteers so that they know how to handle the information safely and securely.
- Report any lost data to your volunteering team as soon as possible.

Electronic computer records

- Protect all electronic files for example spreadsheets and tables, with a password. Avoid using an obvious password such as 'password' or 'diabetes'. If you do not know how to password protect a file, ask your local volunteering team before collecting the information.
- If you need to send personal information by email, send a test email first with no data, to check that you have got the right address.
- If you send personal information by email, do not include the password in that email. Phone the recipient, text them, or send a separate email to give them the password.
- Report any lost data to your local volunteering team as soon as you realised what has happened. This includes emails containing personal information that were sent but not received by your intended recipient.
- If you send group emails, for example when sending round the minutes of a meeting, then always use the blank carbon copy, bcc, address box to hide the actual email addresses.
- As with paper records, you must check your records once a year and delete files or details of anyone who is no longer involved. Please make sure electronic files are double deleted from the system. This means you will need to remove them from the recycle bin on your desktop. If you are unsure of how to do this, please contact your local volunteering team for help and advice.

Mobile phones

- If you need to store names and phone numbers on your phone, use initials or first names only.
- Delete any contact numbers that are no longer needed.
- Make sure your phone locks using a password or PIN number.
- If you need to text personal information to someone, double check that you have the correct number. Only send the minimum information needed.

Telephone

If you need to discuss confidential information over the phone, always make sure that you know you are talking to the right person. Avoid discussing when there are other people around you who may be able to overhear the conversation.

Subject access request

Individuals can ask to see everything you write and record about them. If someone asks you what information you hold on them, or asks to see your records about them, please contact your local volunteering team for advice as soon as possible. This is called a subject access request and there are laws about how these requests should be handled and how quickly we have to respond to the individual making the request.

If an incident happens

- If you think that there has been a data protection breach, such as if personal data has accidentally been lost or shared, please **let your local volunteering team know as soon as possible**.
Please also email the details to **infogov@diabetes.org.uk**
- Letting your volunteering team know straight away is **very important**.
By doing this we can look at the processes used and make improvements.
This could prevent an incident happening in future.
- If you cannot reach your local team, please email **volunteering@diabetes.org.uk**

We're here to help

If you have a question, or need any support please contact your local volunteering team

Eastern

Phone 01306 501390

Email eastern@diabetes.org.uk

London

Phone 020 0424 1116

Email london@diabetes.org.uk

Midlands

Phone 01922 614500

Email midlands@diabetes.org.uk

North West

Phone 01925 653281

Email n.west@diabetes.org.uk

Northern & Yorkshire

Phone 01325 488606

Email northyorks@diabetes.org.uk

Northern Ireland

Phone 028 9066 6646

Email n.ireland@diabetes.org.uk

Scotland

Phone 0141 245 6380

Email scotland@diabetes.org.uk

South East

Phone 01302 020148

Email south.east@diabetes.org.uk

South West

Phone 01823 448260

Email south.west@diabetes.org.uk

Wales

Phone 029 2066 8206

Email wales@diabetes.org.uk

Other

Central Volunteering Team

Email Volunteering@diabetes.org.uk

Information Governance

Email Info.gov@diabetes.org.uk