

Data Protection Policy

Policy Information

Organisation

Safety First South West controls and processes the data it collects from individuals and companies for the purpose of arranging and delivering safety and first aid courses.

Scope of policy

This policy applies to any data collected and processed by:

- The two partners that are responsible for Safety First South West
- Associate trainers that carry out training under the direct or indirect supervision of Safety First South West

In addition, data is collected by Safety First South West and passed on to third parties, including:

- Quallsafe Awards, an awarding organisation
- Companies that Safety First South West sub-contract for

We comply with the data protection policies of the companies that we sub-contract for.

Policy operational date

This policy was reviewed on 24th August 2021.

Policy prepared by

This policy was prepared by the Data Protection Officer, Timothy Howarth, one of the business partners.

Policy review date

The aim is to review this document at least every three years.

Introduction

Purpose of policy

The policy is in place for the following reasons:

- To comply with the law
- To follow good practice
- To protect clients, staff and other individuals
- To protect the organisation

Types of data

The data collected and processed includes both personal data and special categories of personal data and embraces the following:

- Name
- Date of birth
- Gender
- Employer (optional)
- Address
- Phone number(s)
- Email address
- Details of disabilities for which we need to make reasonable adjustments in the practical and theoretical elements of our training courses
- Video recordings of courses for Trainer assessment purposes only

Policy statement

Safety First South West and its associate trainers are committed to:

- Comply with both the law and good practice
 - Respect individuals' rights
 - Be open and honest with individuals whose data is held
 - Provide training and support for staff who handle personal data, so that they can act confidently and consistently
 - Notify the Information Commissioner voluntarily in the event of any data breach, even if this is not required
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Key risks

The main risks within Safety First South West are:

- Data getting into the wrong hands, through poor security or inappropriate disclosure of information
- Individuals being harmed through data being inaccurate or insufficient

Responsibilities

Partners

The two partners, Sarah Howarth and Timothy Howarth, have overall responsibility for ensuring that the organisation complies with its legal obligations.

Data Protection Officer

One of the partners, Timothy Howarth, acts as the Data Protection Officer. His responsibilities include:

- Briefing the other partner and the associate trainers on Data Protection responsibilities
- Reviewing Data Protection and related policies
- Ensuring that Data Protection induction and training takes place
- Notifications to the Information Commissioner's Office (ICO)
- Handling subject access requests
- Approving unusual or controversial disclosures of personal data

Associate trainers

All associate trainers are required to read, understand and accept any policies and procedures that relate to the personal data they may handle in the course of their work. (Where the term 'associate trainer' is used, this includes both paid associate trainers and volunteers.)

Enforcement

Both partners and all associate trainers are required to immediately report any breaches of data integrity to the Data Protection Officer. The reporting must be done within 48 hours of the breach via personal contact with one of the partners.

Security

Scope

This policy covers the following data security issues:

- Data protection
- Business continuity

Security levels

Personal data and special categories of personal data that is held or processed by Safety First South West is handled in the same way.

Security measures

The following measures are taken to ensure the security of personal data and special categories of personal data:

- No data is stored in the cloud unless it has end-to-end encryption
- Laptops and PCs that are used to store and process data must be protected from unauthorised access. The minimum level of security is the use of a password to log on to the laptop or PC
- Unattended laptops or PCs must be locked before leaving the desk
- A clear desk policy is in place

Business continuity

To ensure the business continues in the event of data loss, the following is in place:

- Data stored in the cloud is accessible from any laptop or PC by either partner and is secured with end-to-end encryption
- The business is predominately 'cloud-based' so that all business information can be recovered after any unforeseeable event. This data can be accessed by either of the partners

Specific risks

The following risks have been identified and partners and associate trainers are aware of the mitigation:

- Vishing

Vishing is the criminal practice of using social engineering over the telephone to gain access to personal data

No personal data is given out to others over the telephone
- Phishing

Phishing is the attempt to obtain sensitive information such as usernames, passwords, and credit card details (and money), often for malicious reasons, by disguising as a trustworthy entity in an electronic communication

No personal data is sent to others by any form of electronic communication unless specifically authorised by one of the partners
- Theft of laptops

Laptops with personal data stored on them are not left unattended whilst unlocked. Laptops are not left unattended and on display in a vehicle

Data Recording and Storage

Accuracy

To ensure accuracy of the data held, Safety First South West uses Human Performance Tools. This includes the use of the following tools:

- Peer checking
- Three way communication
- The phonetic alphabet

If information is supplied by a third party, this is verified with the individual to whom the data applies.

Registration forms are used to collect data from delegates. If there is any doubt as to the meaning of certain parts of the data, the individual is contacted for clarification before the data is stored.

Updating

Personal data is held for a minimum of three years, which is the refresher period for most of the courses that Safety First South West arrange. Once an individual notifies Safety First South West of their wish to no longer be invited to courses that we hold, their data is removed from our storage system. If we can no longer contact an individual due to a change that has not been notified to ourselves, their data is removed from our storage system. In addition, personal data is removed from the system 5 years after the last course a person has attended.

Storage

Data is stored in the cloud, using end-to-end encrypted storage. In addition, local storage of the cloud-based data is held on the partners laptops, which are password protected.

Retention periods

Personal data is held by Safety First South West during the period of time that an individual continues to attend one of our training courses. The normal refresher period of a first aid course is three years, so the data is held by Safety First South West for a minimum of three years, unless an individual requests that we no longer hold or process their information. If an individual has not attended one of our training courses within a five year period, their data is removed from our storage system.

Archiving

The cloud-based service that Safety First South West use automatically archives the data that we store. In the event of an individual requesting to be removed from our storage systems, or if, after a period of five years, they have not attended any courses, then their data is also removed from any archives held on the cloud-based service.

Right of Access

Responsibility

Timothy Howarth, the Data Protection Officer, ensures that any Right of Access requests are handled within the legal time limit.

Procedure for making request

Right of Access requests must be in writing. If the other partner or an associate trainer becomes aware of a person who would like to request a Right of Access, then they must pass this information on to the Data Protection Officer as soon as possible.

Provision for verifying identity

Where the Data Protection Officer does not know the individual personally, he will verify their identity before handing over any information. Valid forms of identification include the following:

- Passport
- Photocard driving license
- UK photo ID card

Charging

Information supplied is free of charge in the first instance. If a request is made for further copies of the same information, there is an administration charge of £10 for each request for the same information.

Procedure for granting access

Upon receipt of a request, the information requested is returned in the same format as the request. If a request is received electronically, the information is returned in a commonly used electronic format. If the request is received via normal mail, the information is returned by mail, in a paper-based format.

Transparency

Commitment

Safety First South West are committed to ensuring that Data Subjects are aware that their data is being processed and

- For what purpose it is being processed
- What types of disclosure are likely, and
- How to exercise their rights in relation to the data

Procedure

Data subjects are informed of the use of their data by the following methods:

- The Data Protection Policy is available on the Safety First South West website in full
- On initial contact with an individual, Safety First South West make sure that they are aware that we will be holding personal data about them, and that our policy is available in full on our website
- The associate trainers we use are briefed about the data we hold about them, and they are required to read the Data Protection Policy and advised of their need to comply with its contents
- The registration forms we send out for our courses include information relating to this Data Protection Policy, and the individuals must indicate on the form that they provide consent for Safety First South West to collect and process the data

Responsibility

It is the responsibility of all our trainers to ensure that delegates attending one of our courses are aware of the availability of this Data Protection Policy and to outline the key elements of this policy whenever data is collected prior to a course.

Lawful Basis

Underlying principles

Consent: the individual has given clear consent for us to process their personal data for them to attend a training course and/or gain a qualification.

Consent: the individual has given clear consent for us to process their special category of personal data for them to attend a training course and/or gain a qualification.

Opting out

If an individual opts out of giving us all of their data, then we cannot provide any formal qualifications. There may be the opportunity of opting out of giving us some of their data, but there are minimum data requirements specified by the awarding body that Safety First South West use, Qualsafe Awards. If we cannot meet the minimum data requirements, then we cannot provide a formal qualification for any of the courses that individuals attend.

Withdrawing consent

Consent to use data can be withdrawn at any time, but not retrospectively. We may need to retain data for a certain length of time, even though consent for using it has been withdrawn.

Training and Acceptance of Responsibilities

Induction

All associate trainers have their responsibilities outlined during their induction.

Continuing training

Data Protection issues are discussed during the annual team meeting.

Procedure for staff signifying acceptance of policy

A copy of this policy is provided to all associate trainers, and a signed copy of their reading and accepting this document is on file.

Policy Review

Responsibility

Timothy Howarth, the Data Protection Officer, is responsible for carrying out the next policy review.

Procedure

Sarah Howarth, a partner, was consulted in the preparation of this policy and will also be consulted in the preparation of the next policy review.

We will monitor all of the feedback that we receive in relation to the issues affected by the policy and will amend the policy as necessary.

The policy will be updated with any amendments to existing legislation or new legislation.

In any event, this policy will be reviewed every three years.

Timing

The next review will be started in June 2024, with a view to completing it by 24th August 2024.



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