



# Manchester Young Lives

## Data Protection Policy

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## 1. AIM

Our organisation aims to ensure that all personal data collected about staff, volunteers, children & young people, parents, trustees, visitors and other individuals is collected, stored and processed in accordance with the [General Data Protection Regulation \(GDPR\)](#) and the expected provisions of the Data Protection Act 2018 (DPA 2018) as set out in the [Data Protection Bill](#).

This policy applies to all personal data, regardless of whether it is in paper or electronic format.

## 2. LEGISLATION & GUIDANCE

This policy meets the requirements of the GDPR and the expected provisions of the DPA 2018. It is based on guidance published by the Information Commissioner's Office (ICO) on the [GDPR](#) and the ICO's [code of practice for subject access requests](#).

It also reflects the ICO's [code of practice](#) for the use of surveillance cameras and personal information.

In addition, this policy complies with regulation 5 of the [Education \(Pupil Information\) \(England\) Regulations 2005](#), which gives parents the right of access to their child's educational record.

## 3. DEFINITIONS

Term	Definition
<b>Personal data</b>	<p>Any information relating to an identified, or identifiable, individual. This may include the individual's:</p> <ul style="list-style-type: none"><li>• Name (including initials)</li><li>• Identification number</li><li>• Online identifier, such as a username</li></ul> <p>It may also include factors specific to the individual's physical, physiological, genetic, mental, economic, cultural or social identity.</p>
<b>Special categories of personal data</b>	<p>Personal data which is more sensitive and so needs more protection, including information about an individual's:</p>

	<ul style="list-style-type: none"> <li>• Racial or ethnic origin</li> <li>• Political opinions</li> <li>• Religious or philosophical beliefs</li> <li>• Trade union membership</li> <li>• Genetics</li> <li>• Biometrics (such as fingerprints, retina and iris patterns), where used for identification purposes</li> <li>• Health – physical or mental</li> <li>• Sex life or sexual orientation</li> </ul>
<b>Processing</b>	<p>Anything done to personal data, such as collecting, recording, organising, structuring, storing, adapting, altering, retrieving, using, disseminating, erasing or destroying.</p> <p>Processing can be automated or manual.</p>
<b>Data subject</b>	<p>The identified or identifiable individual whose personal data is held or processed.</p>
<b>Data controller</b>	<p>A person or organisation that determines the purposes and the means of processing of personal data.</p>
<b>Data processor</b>	<p>A person or other body, other than an employee of the data controller, who processes personal data on behalf of the data controller.</p>
<b>Personal data breach</b>	<p>A breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data.</p>

## 4. DATA CONTROLLER

Manchester Young Lives [MYL] processes personal data relating to staff, volunteers, children & young people, parents, trustees, and others, and therefore is a data controller.

MYL is registered as a data controller registered with the ICO and will renew this registration annually or as otherwise legally required.

## 5. ROLES & RESPONSIBILITIES

This policy applies to **all MYL staff and volunteers**, and to external organisations or individuals working on our behalf. Staff who do not comply with this policy may face disciplinary action.

### 5.1 Trustees

The board of trustees has overall responsibility for ensuring that our organisation complies with all relevant data protection obligations.

### 5.2 Data protection officer (DPO)

Due to the nature of MYL's processing activities, the organisation is not required to appoint a DPO. The CEO will therefore be responsible for overseeing the implementation of this policy, monitoring our compliance with data protection law, and developing related policies and guidelines where applicable.

The Business Support Team is the first point of contact for individuals whose data the organisation processes, and for the ICO.

The Business Support Team are contactable via the following methods:

- **In writing:** Business Support Co-ordinator, Manchester Young Lives, The Addy Young People's Centre, Woodhouse Lane, Wythenshawe, Manchester, M22 9TF.
- **Via email:** [info@manchesteryounglives.org.uk](mailto:info@manchesteryounglives.org.uk)
- **Via telephone:** 0161 437 5923

### 5.3 Chief Executive Officer

The CEO acts as the representative of the data controller on a day-to-day basis.

## 5.4 All staff

Staff are responsible for :

- Collecting, storing and processing any personal data in accordance with this policy
- Informing MYL of any changes to their personal data, such as a change of address
- Contacting the Business Support Team in the following circumstances:
  - With any questions about the operation of this policy, data protection law, retaining personal data or keeping personal data secure
  - If they have any concerns that this policy is not being followed
  - If they are unsure whether or not they have a lawful basis to use personal data in a particular way
  - If there has been a data breach
  - Whenever they are engaging in a new activity that may affect the privacy rights of individuals
  - To verify any contracts or sharing agreements for personal data with third parties

## 6. DATA PROTECTION PRINCIPLES

The GDPR is based on data protection principles that our organisation must comply with and this policy sets out how MYL aims to comply with these principles.

The principles say that personal data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary to fulfil the purposes for which it is processed
- Accurate and, where necessary, kept up to date
- Kept for no longer than is necessary for the purposes for which it is processed
- Processed in a way that ensures it is appropriately secure

## 7. COLLECTING PERSONAL DATA

### 7.1 Lawfulness, fairness and transparency

We will only process personal data where we have one of 6 'lawful bases' (legal reasons) to do so under data protection law:

- The data needs to be processed so that the organisation can **fulfil a contract** with the individual, or the individual has asked the organisation to take specific steps before entering into a contract
- The data needs to be processed so that the organisation can **comply with a legal obligation**
- The data needs to be processed to ensure the **vital interests** of the individual e.g. to protect someone's life
- The data needs to be processed for the **legitimate interests** of the organisation or a third party (provided the individual's rights and freedoms are not overridden)
- The individual (or their parent/carer when appropriate in the case of a child or young person) has freely given clear **consent**

For special categories of personal data, we will also meet one of the special category conditions for processing which are set out in the GDPR and Data Protection Act 2018.

Whenever we first collect personal data directly from individuals, we will provide them with the relevant information required by data protection law.

## 7.2 Limitation, minimisation and accuracy

We will only collect personal data for specified, explicit and legitimate reasons. We will explain these reasons to the individuals when we first collect their data

If we want to use personal data for reasons other than those given when we first obtained it, we will inform the individuals concerned before we do so, and seek consent where necessary.

Staff must only process personal data where it is necessary in order to do their jobs.

When staff no longer need the personal data they hold, they must ensure it is deleted or anonymised. This will be done in accordance with the MYL's record retention schedule

## 8. SHARING PERSONAL DATA

We will not normally share personal data with anyone else, but may do so where:

- There is an issue with a child or young person, or parent/carer that puts the safety of our staff at risk
- We need to liaise with other agencies – we will seek consent as necessary before doing this

- Our suppliers or contractors need data to enable us to provide services to our staff and children/young people – for example, IT companies. When doing this, we will:
  - Only appoint suppliers or contractors which can provide sufficient guarantees that they comply with data protection law
  - Where necessary, establish a data sharing agreement with the supplier or contractor, either in the contract or as a standalone agreement, to ensure the fair and lawful processing of any personal data we share
  - Only share data that the supplier or contractor needs to carry out their service, and information necessary to keep them safe while working with us

We will also share personal data with law enforcement and government bodies where we are legally required to do so, including for:

- The prevention or detection of crime and/or fraud
- The apprehension or prosecution of offenders
- The assessment or collection of tax owed to HMRC
- In connection with legal proceedings
- Where the disclosure is required to satisfy our safeguarding obligations
- Research and statistical purposes, as long as personal data is sufficiently anonymised or consent has been provided

We may also share personal data with emergency services and local authorities to help them to respond to an emergency situation that affects any of our children, young people or staff and volunteers

Where we transfer personal data to a country or territory outside the European Economic Area, we will do so in accordance with data protection law.

## 9. SUBJECT ACCRSS REQUESTS AND OTHER RIGHTS OF INDIVIDUALS

### 9.1 Subject access requests

Individuals have a right to make a 'subject access request' to gain access to personal information that the organisation holds about them. This includes:

- Confirmation that their personal data is being processed
- Access to a copy of the data
- The purposes of the data processing
- The categories of personal data concerned
- Who the data has been, or will be, shared with



- How long the data will be stored for, or if this isn't possible, the criteria used to determine this period
- The source of the data, if not the individual
- Whether any automated decision-making is being applied to their data, and what the significance and consequences of this might be for the individual

Subject access requests must be submitted in writing, either by letter, email fax to the Deputy CEO. They should include:

- Name of individual
- Correspondence address
- Contact number and email address
- Details of the information requested

If staff receive a subject access request they must immediately forward it to the Deputy CEO

## **9.2 Children and subject access requests**

Personal data about a child belongs to that child, and not the child's parents or carers. For a parent or carer to make a subject access request with respect to their child, the child must either be unable to understand their rights and the implications of a subject access request, or have given their consent.

Children below the age of 12 are generally not regarded to be mature enough to understand their rights and the implications of a subject access request. Therefore, most subject access requests from parents or carers of children attending MYL may be granted without the express permission of the child. This is not a rule and a child's ability to understand their rights will always be judged on a case-by-case basis.

Children and young people aged 12 and above are generally regarded to be mature enough to understand their rights and the implications of a subject access request. Therefore, most subject access requests from parents or carers of children and young people at MYL may not be granted without the express permission of the child/young person. This is not a rule and an individual's ability to understand their rights will always be judged on a case-by-case basis.

## **9.3 Responding to subject access requests**

When responding to requests, we:

- May ask the individual to provide 2 forms of identification
- May contact the individual via phone to confirm the request was made
- Will respond without delay and within 1 month of receipt of the request
- Will provide the information free of charge

- May tell the individual we will comply within 3 months of receipt of the request, where a request is complex or numerous. We will inform the individual of this within 1 month, and explain why the extension is necessary

We will not disclose information if it:

- Might cause serious harm to the physical or mental health of the child or another individual
- Would reveal that the child is at risk of abuse, where the disclosure of that information would not be in the child's best interests
- Is contained in adoption or parental order records
- Is given to a court in proceedings concerning the child

If the request is unfounded or excessive, we may refuse to act on it, or charge a reasonable fee which takes into account administrative costs.

A request will be deemed to be unfounded or excessive if it is repetitive, or asks for further copies of the same information.

When we refuse a request, we will tell the individual why, and tell them they have the right to complain to the ICO.

#### **9.4 Other data protection rights of the individual**

In addition to the right to make a subject access request (see above), and to receive information when we are collecting their data about how we use and process it (see section 7), individuals also have the right to:

- Withdraw their consent to processing at any time
- Ask us to rectify, erase or restrict processing of their personal data, or object to the processing of it (in certain circumstances)
- Prevent use of their personal data for direct marketing
- Challenge processing which has been justified on the basis of public interest
- Request a copy of agreements under which their personal data is transferred outside of the European Economic Area
- Object to decisions based solely on automated decision making or profiling (decisions taken with no human involvement, that might negatively affect them)
- Prevent processing that is likely to cause damage or distress
- Be notified of a data breach in certain circumstances
- Make a complaint to the ICO

- Ask for their personal data to be transferred to a third party in a structured, commonly used and machine-readable format (in certain circumstances)

Individuals should submit any request to exercise these rights to the Deputy CEO. If staff receive such a request, they must immediately forward it to the Deputy CEO.

## 10. PARENTAL REQUESTS TO SEE THE EDUCATIONAL RECORD

Parents, or those with parental responsibility, have a legal right to free access to their child's educational record (which includes most information about a pupil) within 15 school days of receipt of a written request.

## 11. CCTV

We use CCTV in various locations at MYL sites to ensure they remain safe. We will adhere to the ICO's [code of practice](#) for the use of CCTV.

We do not need to ask individuals' permission to use CCTV, but we make it clear where individuals are being recorded. Security cameras are clearly visible and accompanied by prominent signs explaining that CCTV is in use.

Any enquiries about the CCTV system should be directed to the Deputy CEO.

## 12. PHOTOGRAPHS & VIDEOS

As part of our activities, we may take photographs and record images of individuals within our settings

We will obtain written consent from parents/carers for photographs and videos to be taken of their child for communication, marketing and promotional materials. We will clearly explain how the photographs and/or video will be used to both the parent/carer and child.

We will obtain written consent from parents/carers, or young people aged 13 and over, for photographs and videos to be taken of young people for communication, marketing and promotional materials.

Uses may include:

- Within centres on notice boards and in brochures, newsletters, etc.
- Outside of MYL by external agencies such as the funders, strategic partners, newspapers, campaigns
- Online on our website or social media pages

Consent can be refused or withdrawn at any time. If consent is withdrawn, we will delete the photograph or video and not distribute it further.

### **13. DATA PROTECTION BY DESIGN & DEFAULT**

We will put measures in place to show that we have integrated data protection into all of our data processing activities, including:

- Only processing personal data that is necessary for each specific purpose of processing, and always in line with the data protection principles set out in relevant data protection law (see section 6)
- Integrating data protection into internal documents including this policy, any related policies and privacy notices
- Regularly training and briefing members of staff and volunteers on data protection law, this policy, any related policies and any other data protection matters;
- Regularly conducting reviews and audits to test our privacy measures and make sure we are compliant
- Maintaining records of our processing activities, including:
  - For the benefit of data subjects, making available the contact details of the CEO/Deputy CEO and all information we are required to share about how we use and process their personal data (via our privacy notices)
  - For all personal data that we hold, maintaining an internal record of the type of data, data subject, how and why we are using the data, any third-party recipients, how and why we are storing the data, retention periods and how we are keeping the data secure

### **14. DATA STORAGE AND SECURITY OF RECORDS**

We will protect personal data and keep it safe from unauthorised or unlawful access, alteration, processing or disclosure, and against accidental or unlawful loss, destruction or damage.

In particular:

- Paper-based records and portable electronic devices, such as laptops and hard drives that contain personal data are kept under lock and key when not in use
- Papers containing confidential personal data must not be left on office desks, in shared offices, pinned to notice/display boards, or left anywhere else where there is general access
- Where personal information needs to be taken off site, staff must sign it in and out with the Centre or Project Manager/Deputy
- Passwords that are at least 8 characters long containing letters and numbers are used to access computers, laptops and other electronic

devices. Staff and young people are reminded to change their passwords at regular intervals

- Staff, volunteers, young people or trustees must not store personal information on their personal devices . All personal data must only be stored on the secure remote desktop storage (Skyline)
- Where we need to share personal data with a third party, we carry out due diligence and take reasonable steps to ensure it is stored securely and adequately protected (see section 8)

## **15. DISPOSAL OF RECORDS**

Personal data that is no longer needed will be disposed of securely. Personal data that has become inaccurate or out of date will also be disposed of securely, where we cannot or do not need to rectify or update it.

For example, we will shred or incinerate paper-based records, and overwrite or delete electronic files. We may also use a third party to safely dispose of records on the MYL's behalf. If we do so, we will require the third party to provide sufficient guarantees that it complies with data protection law.

## **16. PERSONAL DATA BREACHES**

MYL will make all reasonable endeavours to ensure that there are no personal data breaches.

In the unlikely event of a suspected data breach, we will follow the procedure set out in appendix 1.

When appropriate, we will report the data breach to the ICO within 72 hours. Such breaches may include, but are not limited to:

- A non-anonymised dataset being published which shows the exam results of pupils eligible for the pupil premium
- Safeguarding information being made available to an unauthorised person
- The theft of a laptop containing non-encrypted personal data about children and young people

## **17. TRAINING & MONITORING ARRANGEMENTS**

All staff and trustees are provided with data protection briefing as part of their induction process.

Data protection will also form part of continuing professional development, where changes to legislation, guidance or the MYL's processes make it necessary.

The CEO is responsible for monitoring and reviewing this policy.

This policy will be reviewed and updated if necessary when the Data Protection Bill receives royal assent and becomes law (as the Data Protection Act 2018) – if any changes are made to the bill that affect our practice. Otherwise, or from then on, this policy will be reviewed **every 2 years** and shared with the full board of Trustees