

To whom does this policy apply?

This policy covers the work undertaken by all Creative Lives staff, trustees and volunteers when representing the organisation.

Why do we have this policy?

The collection of personal data is commonplace and often essential in order to carry out the day-to-day work of many organisations. In the course of delivering our services and projects, it is often necessary for Creative Lives to store and process personal data. This can include website users, email subscribers, event attendees, project applicants and beneficiaries as well as our staff, trustees and volunteers themselves.

In order to operate effectively, Creative Lives needs to gather, store and use this personal data and this policy explains how this should be done responsibly in order to comply with relevant data protection legislation. These steps are important to ensure that individuals' data is used carefully and that the organisation is protected from any data breach risks.

Key roles

The Data Controller is Damien McGlynn (Ireland Director) and the Senior Information Rights Officer is Bobsie Robinson (Trustee). The Data Controller has responsibility for deciding what data is collected and how it is used. The SIRO has responsibility, at board level, for ensuring that secure, fair and transparent collection and processing of data is a priority for the organisation.

Other staff, trustees and volunteers are required to adhere to this policy when carrying out any work for Creative Lives and using data held by the organisation.

Data Processors are any third parties which are instructed to process the personal data held by Creative Lives. It is essential to ensure that these processors are also compliant with the relevant data protection legislation and must be able to 'forget' or destroy the data once it is no longer needed.

Staff

The Finance and Human Resources Director handles personal information relating to staff, trustees and volunteers and this is only shared with the CEO, or with other parties only with the clear permission of the individual in question.

Appendix R: Recruitment and Selection Procedure explains how we treat the personal information of those applying for a position with Creative Lives. This also states our standard period for retaining this data when a candidate is unsuccessful.

Equalities monitoring data for candidates and existing members of the organisation must always be anonymised and kept completely separate from personal data.

As a member of staff, trustee or volunteer, certain levels of access are granted to data held by Creative Lives. Access to data should always be through a password protected device and any copies made on other devices or temporary storage should be safely deleted once they are not needed. Personal information should never be left on unprotected devices, on hard copies that are not stored securely or shared with third parties without permission.

This access to Creative Lives' data should be time limited where appropriate (eg. Short term project or research) and access should be entirely revoked when that person leaves the organisation. An additional check during exit interviews should ensure that any access to data has been removed from any and all devices that the person may have used.

Events & Projects

Where Creative Lives is organising an event, it will often be necessary to collect certain data in order to administer bookings, collect monitoring data and for evaluation purposes. This will always be done in a fair and transparent way with clear privacy statements explaining how and why any personal data might be used. Details of attendees may be kept on file for a reasonable period in line with our Data Retention Policy (below). For research purposes, personal information may be anonymised for further analysis.

Consent

In many circumstances, the data collected and processed by Creative Lives may be permissible under other conditions such as 'legitimate interests' or 'contract'. However, in many cases, we will seek consent which is unambiguous, freely given, demonstrable, specific and informed. This consent will be recorded at the point of collection and retained for auditing purposes. In line with their rights, an option to withdraw consent, or 'opt-out', will always be readily available to individuals.

DATA PROTECTION PRINCIPLES

We fairly and lawfully process personal data in a transparent way

The personal information held by Creative Lives will only be used in a reasonable way with respect to the permissions given when the data was collected. We will only collect and process personal data where it is necessary or where we have clear, active consent.

We only collect and use personal data for specific, explicit and legitimate purposes

Clear, concise statements at the point of collection will fully explain the purpose of the data collection, how it will be used and how the individual's rights are protected.

We ensure any data collected is adequate, relevant and not excessive

When collecting personal data, the express purpose of each item should be carefully considered and must be justifiable in order to be requested. Large

scale gathering of personal data without a legitimate purpose is not permitted.

We ensure data is accurate and up-to-date

Creative Lives staff will be asked to regularly review data they hold to ensure it is still relevant and accurate. Individuals will have direct control over some digital profiles (eg. website and email newsletters) to ensure accuracy. Major reviews of larger data sets should be done every 2-3 years.

We ensure data is kept no longer than necessary

Creative Lives will keep records including personal data for no longer than necessary in order to meet the intended use for which it was gathered (unless there is a legal requirement to keep records).

The storage and intended use of the data will be reviewed in line with the Data Retention Policy (below). When the intended use is no longer applicable, the data will be deleted within a reasonable period.

We keep personal data secure

Creative Lives will always prioritise the security of the personal data we hold.

Electronic data will be stored in password-protected devices and secure cloud storage. Shared passwords should be reset periodically, especially when individuals with access to shared data have left the organisation.

Physical copies of data (eg. forms, surveys) will be stored in securely locked cupboards or drawers. Keys for storage must be collected by line managers when an individual leaves the organisation.

Access to data is restricted to those staff, trustees or volunteers that genuinely need this access to fulfil their role.

Individuals' rights

This policy takes full account of the enhanced rights of individuals under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and any individual wishing to exercise these rights can do so by contacting Creative Lives' Data Controller on info@creative-lives.org

DATA RETENTION POLICY

This section of the policy lays out how Creative Lives will approach data retention and establishes processes to ensure that data is not held for longer than necessary.

The Data Controller and Senior Information Rights Officer are responsible for overseeing and implementing this policy. Together, and with the board of trustees, they ensure the secure and fair retention of data held by Creative Lives.

Reviews

Reviews of personal data should be undertaken every two to three years. These should be overseen by the Data Controller in collaboration with other senior management. This means that an assessment should be made as to whether there is still a legitimate need to retain any data that is still being stored. If a legitimate purpose is identified, then the data can be retained securely. If not, it should be destroyed securely without unreasonable delay.

Data to be reviewed

All personal data held in spreadsheets, relating to specific projects and events. Data stored with third parties, such as online services and cloud storage providers. Physical data stored in offices and other secure locations.

Destroying old data

Physical data will be destroyed securely and safely (eg. shredding) ensuring it is put 'beyond use'.

Digital data will be permanently erased so that it is not retrievable. Any non-personal data that sits alongside the personal data that the organisation wishes to retain can be preserved and used as anonymised data.

Statutory Requirements

Data stored by Creative Lives may be retained based on statutory requirements for storing data other than data protection regulations. This might include but is not limited to:

- Gift Aid declaration records
- Details of payments made and received (e.g. bank statements and accounting records)
- Trustee meeting minutes
- Contracts and agreements with suppliers/customers
- Insurance details
- Tax and employment records

Approved by the Creative Lives Board of Directors, 22 May 2021

Review by May 2024