DATA PROTECTION

Training presentation for RNID volunteers

May 2022

RNID

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Data protection

Data protection is about safeguarding how people's information is used by organisations, businesses and government.

Through volunteering, you may come into contact with information about people we support, such as their name and address.

The purpose of this training is to support you in identifying personal data, understanding the importance of managing the data safely and how to raise any issue about data.

UK General Data Protection Regulation (UK GDPR)

Although the UK is no longer in the European Union, the UK has kept GDPR in UK law. It is now called UK GDPR.

So, there is very little change and the main principles, rights and obligations are the same.



Key principles

Key UK GDPR principles surrounding use of personal data. Data must be:

- processed lawfully, fairly and transparently
- only collected and processed for specified, explicit and legitimate purposes
- adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed
- kept in a form which permits identification for no longer than is necessary
- accurate and, where necessary, kept up to date
- processed in a manner that ensures appropriate security of the personal data, including protection against accidental loss, destruction or damage
- accountability - organisations are required to take responsibility for what they do with personal data and compliance with the other principles.

Personal data

Personal data is information that can identify any living person (directly or in-directly) in any form (paper, electronic including email) and any other information held about that person (for example, emails expressing an opinion about someone).

Some examples of personal data:

- Name
- Address
- Date of birth
- Photographs
- Email addresses, social media handles

Some data is considered to be more sensitive and therefore, needs more protection. Organisations have to meet specific conditions of the GDPR in order to process this type of information.

Sensitive data is data that reveals

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Health
- Sex life
- Sexual orientation
- Genetic and biometric data.

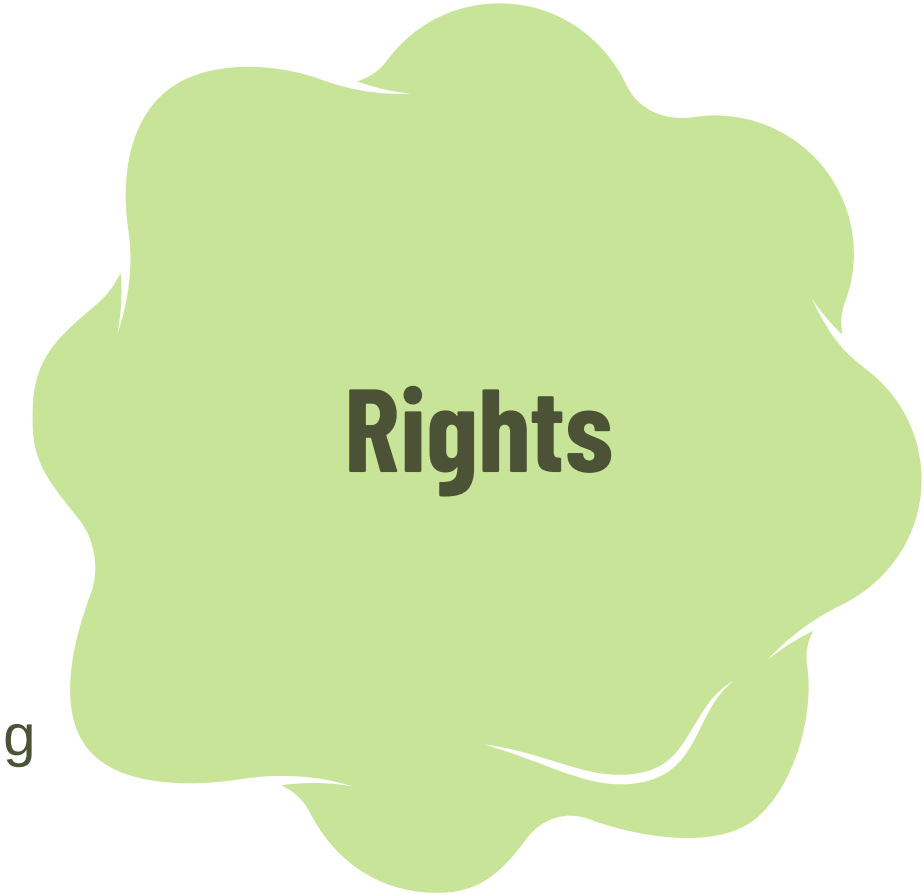




Under UK GDPR, people have specific rights relating to how their personal data is collected, processed and used.

- Right to be informed about the collection and use of their personal data.
- Right to access and receive a copy of their personal information.
- Right of rectification – the right to have inaccurate personal data rectified.
- Right to erasure – in certain circumstances, people have the right to have personal data erased.

- Right to restriction of processing – in certain circumstances, individuals have the right to restrict the processing their personal data.
- Right to data portability – allows people to obtain and reuse their personal data for their own purposes across different services.
- Right to object – gives people the right to object to the processing of their personal data at any time.
- Rights in relation to automated decision making and profiling - automated individual decision-making is a decision made by automated means without any human involvement.



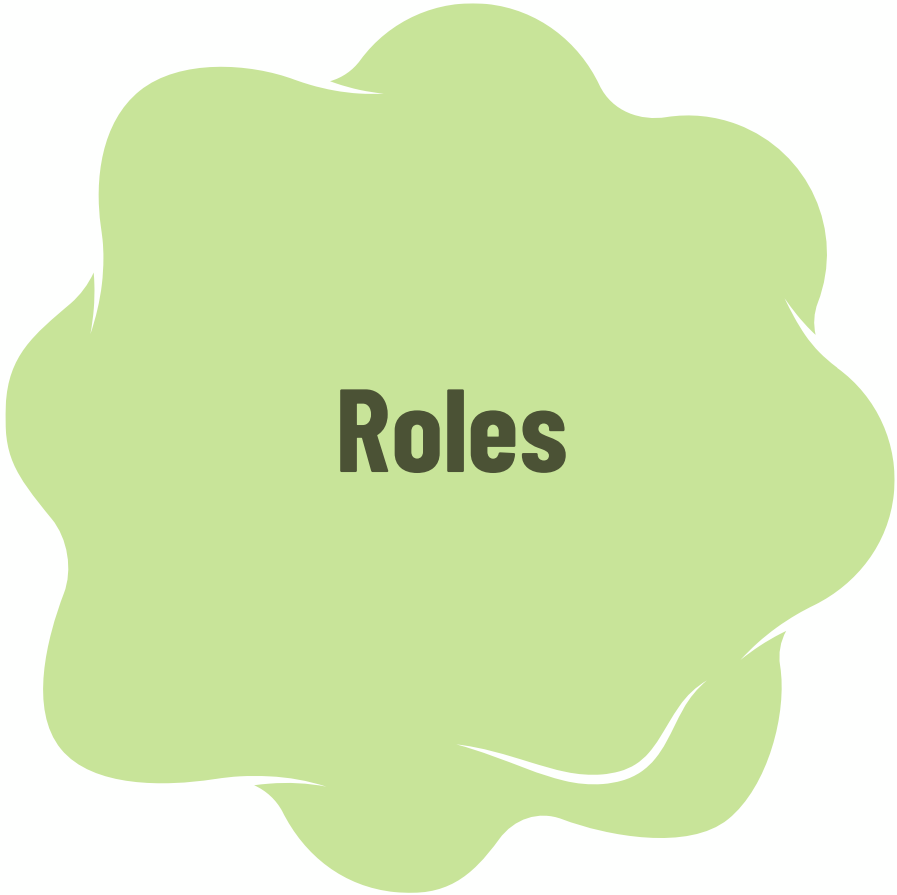
Collecting and processing personal data

There are six legal reasons for collecting and processing personal data:

- The person has given consent to the processing of their personal data for one or more specific purposes – for example, in our hearing aid support services we ask people for consent when they register with the service.
- Processing is needed because the person is entering into a contract – for example, HR will need a person's name and address before they begin employment
- Processing is needed for compliance with a legal obligation to involving the person.
- Processing is necessary in order to protect the vital interests of the person – this is generally only in life and death situations
- Processing is needed for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller
- Processing is necessary for the legitimate interests of the organisation except where such interests are overridden by rights and freedoms of the person which require protection of personal data, in particular where the data subject is a child.

Roles involved in collecting and processing personal data:

- Data Subject – the person the data relates to
- Data Controller – the person that decides the reasons for and ways of processing personal data
- Data Processor – the person that processes personal data on behalf of the controller
- Data Protection Officer (DPO) – a leadership role with overall responsibility.
- RNID's Data Protection Officer is Sarah Whybrew, Governance Lead



Tips for volunteers

- As a volunteer, you will receive personal information about people. This may be through registration or feedback forms, day-to-day tasks, conversations or donation forms and it is important that you keep this information confidential, safe and secure, and comply with the service and organisation regulations in place.

- Personal information must not be shared with anyone outside of RNID and it must not be stored in your own personal computer, organiser or filing system.

- Sometimes personal information has to be shared with third parties in specific circumstances (e.g. as part of our safeguarding responsibilities or where someone's life is at risk) and strict rules are in place about when this is acceptable.

- If you are asked to provide personal information to a third party you must always first contact your named contact at RNID for advice. They will tell you if it's possible and what you should do.

- We also need to make sure all information that we keep is up to date and accurate. If you notice any out-of-date information – let your volunteer co-ordinator / supervisor know so they can update it as needed.

- If you have any questions about data protection processes, just ask your volunteer co-ordinator.

Personal data breach

- A personal data breach means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data.
- This includes breaches that are the result of both accidental and deliberate causes.
- RNID must report any data breach to the Government's Information Commissioner's Office (ICO) within 72 hours.
- The ICO is the UK's independent body set up to uphold information rights.
- RNID can face fines and reputational damage if we breach personal data about anyone – staff, people we support, volunteers, other professionals we have contact with.

Examples of personal data breaches:

- Sending an email containing personal data to the wrong person
- Leaving a document containing personal data on a train
- Losing an unencrypted USB stick containing personal data
- Sharing personal data with another person or organisation without appropriate consent

You must report a data breach immediately (and within 24 hours)

If you cause or suspect a breach, you must tell your Volunteer Manager / Co-ordinator

Your Volunteer Manager will take forward internal reporting and will gather more information from you if needed



More information or help

Finally,

If you have any questions about how to manage personal data in your role or you are unsure what to do with some information - just ask your Volunteer Co-ordinator who will be able to help you.

Next actions

Thank you for completing the Data Protection training

So we know that you have successfully completed the training please click here and let us know.

Completing the form takes less than a minute.





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