



# Data Privacy Policy

Richmond Good Neighbours

**Policy effective from:** April 2024

**Approved by:** Board of Trustees

**Last reviewed on:** April 2024

**Next review due by:** April 2026

Version history			
Version	Description of change	Author	Approved
1.0	Original version	Louise Taggart	Board of Trustees, April 2024



## **Introduction**

Richmond Good Neighbours (RGN) is a voluntary neighbourhood care group committed to promoting the welfare of people (the clients) in and around the area of Richmond. Volunteers offer regular support, friendship and practical help to anyone in the area thereby helping to keep people in their own homes. In order to achieve its objectives RGN needs to obtain and store certain relevant information from individuals associated with the charity. This policy sets out how RGN manages that information in compliance with the UK General Data Protection Regulation (UK GDPR).

## **Richmond Good Neighbours contact details**

Richmond Good Neighbours, ETNA, 13 Rosslyn Road, Twickenham TW1 2AR

[organiser@richmondgoodneighbours.co.uk](mailto:organiser@richmondgoodneighbours.co.uk)

020 3538 4060

## **The type of personal information RGN collects**

RGN currently collects and processes the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- unique user ID/IP addresses,
- dates of birth,
- gender,
- ethnicity,
- marital status, and
- next of kin.

In the case of clients, RGN may also ask for additional data such as GP details, any disability/health condition, religion and sexual orientation. RGN may also ask for payment information when a client, member of staff volunteer or trustee signs up.

## **How RGN gets the personal information and why it is retained**

Most of the personal information RGN processes is provided directly by individuals contacting the charity for one of the following reasons:

Registered Charity Number 1187997



- to make an enquiry,
- to apply as a volunteer,
- to apply as a client,
- to apply for a post,
- and/or to visit the RGN website.

RGN collects personal information about the person making contact through telephone, email, post or enquiry forms or, for its employees and volunteers, via the application and recruitment process, either directly from candidates or sometimes from an employment agency or background check.

RGN will collect additional personal information in the course of relevant activities, or through the course of providing a service.

RGN may also receive client personal information indirectly, from the following sources in the following scenarios where it is necessary for the performance of its tasks:

- In the form of a referral from a professional service, such as GP, other medical providers, care provider, or social services.
- From a designated family member or next of kin.

RGN uses the information that is provided in order to:

- provide support to its clients;
- liaise with volunteers; and
- support its staff.

RGN may share this information with volunteers and third parties where it is necessary for the performance of its tasks.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases RGN relies on for processing this information are:

- **The information donor's consent.** Consent can be removed at any time. This is done by contacting Richmond Good Neighbours, ETNA, 13 Rosslyn Road, Twickenham TW1 2AR, via email at [organiser@richmondgoodneighbours.co.uk](mailto:organiser@richmondgoodneighbours.co.uk) or via telephone on 020 3538 4060.
- **RGN has a legitimate interest.**



## How RGN stores personal information

Information is securely stored. RGN will only retain personal information for as long as necessary to fulfil the purposes it was collected for (for example in order to fulfil legal, accounting, or reporting requirements). RGN may anonymise personal information, in which case such information may be used without notifying the person providing it further.

- Clients: Client data will be kept whilst you a client remains registered with RGN. If RGN has not provided any services to a client in 4 years, their data will be anonymised and kept for statistical purposes only.
- Volunteers: Volunteer data will be kept whilst the volunteer remains registered with RGN. If a volunteer has not provided services in 4 years, their data will be anonymised and kept for statistical purposes only.
- Staff: Staff data will be kept for the duration of employment by RGN. Staff member records will be retained by RGN for 10 years post-employment, after which the data will be anonymised and kept for statistical purposes (where needed).
- Donors: Donor data will be kept for 8 years (due to requirements from HMRC regarding Gift Aid declarations). After this time period, donor data will be anonymised and kept for statistical purposes only.
- Unsuccessful applicants as clients, volunteers, staff or donors: information will be stored for no more than 12 months.

## Data protection rights

Under data protection law, individuals providing data have rights including:

**Right of access** - The right to ask RGN for copies of personal information belonging to the person who provided it.

**Right to rectification** - The right to ask RGN to rectify personal information that te person providing the data thinks is inaccurate. Individuals also have the right to ask RGN to complete information they think is incomplete.

**Right to erasure** - Individuals have the right to ask RGN to erase their personal information in certain circumstances.

**Right to restriction of processing** - Individuals have the right to ask RGN to restrict the processing of their personal information in certain circumstances.

**Right to object to processing** - Individuals have the the right to object to the processing of their personal information in certain circumstances.



**Right to data portability** - Individuals have the right to ask that RGN transfers the personal information they provided to another organisation, or to them, in certain circumstances.

Individuals who have provided information are not required to pay any charge for exercising their rights. If a request is made, RGN has one month to respond to it.

Please contact Richmond Good Neighbours, ETNA, 13 Rosslyn Road, Twickenham TW1 2AR, via email at [organiser@richmondgoodneighbours.co.uk](mailto:organiser@richmondgoodneighbours.co.uk) or via telephone on 020 3538 4060 to make a request.

## How to complain

In the event of any concerns about RGN's use of personal information, the owner of the information can make a complaint to RGN at Richmond Good Neighbours, ETNA, 13 Rosslyn Road, Twickenham TW1 2AR, via email at [organiser@richmondgoodneighbours.co.uk](mailto:organiser@richmondgoodneighbours.co.uk)

or via telephone on 020 3538 4060.

They can also complain to the Information Commissioner's Office (ICO) if they are unhappy with how RGN has used the data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>