

DATA PROTECTION POLICY

v1.0 (last updated May-25)

Introduction

Our charity is committed to protecting the personal data of everyone we work with, including service users, volunteers, trustees, donors, and partners. We take our responsibilities under data protection laws seriously and aim to ensure that personal information is handled fairly, lawfully, and securely. This policy is to explain how we collect, use, store, and protect personal data. It applies to all volunteers, trustees and individuals who handle personal information on behalf of the charity, ensuring that everyone understands their responsibilities.

Data Protection

Data protection is the practice of safeguarding personal information by applying data protection principles and complying with the Data Protection Act. The Data Protection Act is a UK law that regulates the processing of personal data. The UK Information Commissioner's Office (ICO) provides guidelines on data protection that Sunshine Coast Breastfeeding Support will follow.

Definitions

Data protection definitions in this policy include:

UK GDPR: The UK General Data Protection Regulation, which outlines the rules for processing personal data in the UK.

Data Processor: An individual or organisation that processes personal data on behalf of a data controller.

Data Controller: An individual or organisation that determines how and why personal data is processed.

Data Subject: An individual whose personal data is being processed.

Child: Anyone under the age of 13. To process a child's personal data lawfully, consent must be given by a parent or someone with parental responsibility.

Processing: Any operation performed on personal data, including collection, storage, use and disclosure.

Personal Data: Any information that can identify a living individual, such as name, address, or email address.

Sensitive Personal Data: Personal data that requires extra protection, such as health information or ethnic origin.

Valid consent: Consent given freely, specifically, and informed, and can be withdrawn at any time.

Legitimate Business Purpose: A lawful reason for processing personal data that is necessary for the legitimate interests of the data controller or a third party.

Our Commitment

We will only collect personal data that is necessary for the charity to carry out its work. We are committed to keeping this information accurate and up to date, and to storing it securely. Personal data will only be retained for as long as it is needed and will be securely deleted or destroyed when no longer required. We will only share personal data when we have a lawful reason to do so and always respect individuals' rights over their personal data.

Legal Basis for Processing Data

We collect and use personal data for reasons such as:

- Providing support and services to our beneficiaries.
- Managing volunteers, staff, and trustees.
- Fundraising and managing donations.
- Complying with legal obligations.
- Running and improving our charity's activities.

We ensure that we always have a legal basis (such as consent, contract, legal obligation, or legitimate interest) for processing personal data.

Personal Data We Collect

The personal data we may collect includes:

- Names and contact details.
- Health or personal circumstances (where relevant to the support we provide).
- Donation or fundraising information.
- Volunteer or employment records.

We only collect sensitive information (such as health data) when necessary and with explicit consent or as permitted by law.

Data Security

We are committed to safeguarding personal data by using secure storage systems for both paper and electronic records. Access to personal data is restricted to authorised individuals who require it to carry out their duties. We also ensure that strong passwords and secure systems are in place to protect electronic information. All trustees, volunteers, and individuals working on the charity's behalf, receive appropriate training to ensure they understand their responsibilities in handling personal data.

Sharing Data

Personal data will not be shared with third parties unless there is a valid reason to do so. This may include situations where;

- The individual has given consent.
- We are legally required to do so.
- It is necessary to protect someone's vital interests.
- Trusted service providers need the information to help us deliver our charitable work.

Any sharing of data is done securely and in compliance with data protection law.

Data Retention

We only retain personal data for as long as it is necessary for the purpose for which it was collected. Once personal data is no longer needed, it is securely deleted or destroyed.

Your Rights

Individuals have the rights under the Data Protection Law, including the right to;

- Access their personal data.
- Correct inaccurate data.
- Request deletion of their data (where appropriate).
- Object to or restrict how their data is used.
- Withdraw consent (where consent has been given).

Requests should be made in writing, addressed to the Data Protection Lead and emailed to info@sunshinecoastbreastfeedingsupport.com.

Data Subject Access Requests

Under data protection law, individuals have the right to request access to the personal data that the charity holds about them. This is known as a Data Subject Access Request (DSAR). Any individual wishing to make such a request should do so in writing, either by letter or email, to the Data Protection Lead. The request should include sufficient detail to allow us to identify the individual and locate the relevant information.

Upon receiving a valid request, we will acknowledge receipt and respond as soon as possible, and no later than one calendar month from the date of receipt. In certain circumstances, where requests are particularly complex or numerous, we may extend the deadline by a further two months, but the individual will be informed of any such extension and the reasons for it.

In most cases, information will be provided free of charge. However, we reserve the right to charge a reasonable fee or refuse a request if it is clearly unfounded, excessive, or repetitive. Before providing any personal data, we may ask for proof of identity to ensure that information is only released to the correct person.

The Data Protection Lead will maintain a record of all DSARs received and how they were handled to ensure compliance with our legal obligations.

Data Breaches

In the event of a data breach, we will act promptly to contain and assess the situation. If necessary, we will notify the Information Commissioner's Office (ICO) and any affected individuals in accordance with legal requirements. We will also review the circumstances of the breach to learn lessons and improve our procedures to prevent future incidents.

Data Protection Lead

Data Protection Lead: Vivien David-Makai

Our Data Protection Lead is responsible for overseeing data protection and leading on any incident investigation and reporting. The Data Protection Lead will also ensure that all trustees, volunteers, and others working on behalf of the charity, are provided with any relevant induction or training and made aware of their data protection responsibilities.



Changes to This Policy

We may update this policy from time to time to reflect changes in the law or our practices. The latest version will always be published on our website and dated clearly at the top of the page.

How to Get in Touch With Us

If you have any questions about this Policy, please contact us by email at info@sunshinecoastbreastfeedingsupport.com.