



GDPR Training for Shop Teams

Sue Ryder



Introduction

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The General Data Protection Regulation (GDPR) will replace the existing UK Data Protection Act 1998 on the 25 May 2018. In preparation, we have identified the changes that will affect the collection of data across the charity.

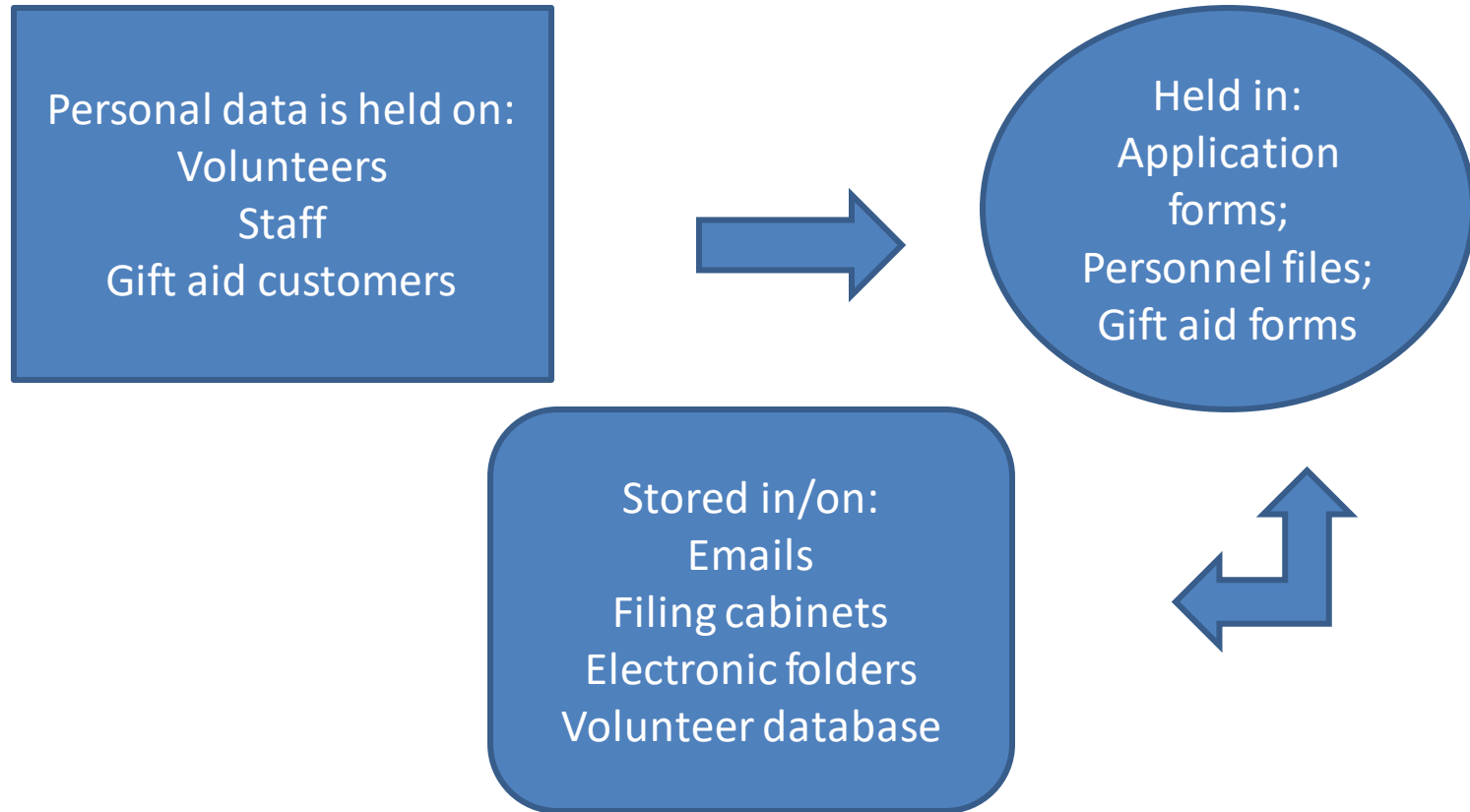
There are some new regulations which we need to implement, and make sure that everyone is clear on process and responsibility.



Data protection – what has changed

- Maximum fines for breaches of the data protection act increased from £500,000 to £17m*
- Personal data breaches to be reported to information commissioner office (ICO) within 72 hours**
- Organisations have to be able to evidence compliance***

In Our Shops



Personal data must be:

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- Kept safe, secure and shared appropriately
- Only used for the purpose it was obtained
- Not kept longer than necessary for the purpose for which it was obtained
- Archived or shredded when no longer needed

Safe, secure and shared appropriately

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- Only those who are authorised to see/use the personal data can be allowed to access it/see it/use it;
- Only share the minimum amount of information required for the purpose;
- Don't discuss health information of staff or volunteers with other people without their permission;

Safe, secure and shared appropriately - continued

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- Personal data must be kept safe, so only share it if the person has a right to receive it, and being shared for purpose collected or told about at the time ie Gift Aid Donor (as set out in privacy policy);
- If you have to send personal data to someone, consider, password protecting it; sending by special delivery or using huddle or google docs or putting in restricted folder on shared drive on computer.

Only used for purpose it was obtained

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- This is the purpose for which the person gave the information – whether it was when they applied to be a volunteer, a member of staff or when they signed up to be a gift aid donor;
- The information must not be used for any other purpose unless you have made the person aware;
- How we use personal information and individuals' rights in relation to it are set out in our privacy policies (on our website, and a hard copy will be sent to each shop. This information will also be added to the Gift Aid information cards, which you must give to New & Existing Gift Aid donors.)

Recording marketing preferences

- Marketing preferences for volunteers are collected from the volunteer application form and must be accurately recorded (including date) in the volunteer database
- Marketing preferences for gift aid donors are collected from the gift aid declaration forms – these must be sent to the gift aid office each month as detailed on the Gift Aid recall calendar (must be locked away prior to sending, so can not be accessed)



Not kept longer than necessary

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- Personal data should only be kept for as long as you need it bearing in mind why you have it – eg contact details of volunteers are not needed after they have left & should be shredded
- Retail Operations will keep you informed over the coming weeks on how you should store/dispose of any data that you collect.





Remember

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- Keep paper documents containing personal data locked away, and shred if not needed;
- Only use personal data for the reason it was collected (and explained in privacy policy);
- Do not share personal data with anyone who doesn't have any right to see it;
- Personal data, such as health information, can only be shared with the consent of the individual.

Practical steps

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- A checklist to remind you of the practical steps you must take will be sent to shops in the April post out.
- A shredder will be available in all shops shortly;
- Remember to report any breaches, whether lost data, or unauthorised access;
- If anyone asks to see their personal data, or wants it deleted or know what is done with their data, refer them to the Company Secretary.

GDPR Data Protection Checklist

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1. Don't let anyone else use your password to log on to the computer
2. Log off or lock the computer every time you leave the desk (press Control+Alt+Delete then 'lock computer' or 'log off').
3. Keep filing cabinets locked, especially if they contain any confidential information including personal data such as names, addresses, telephone numbers, etc.
4. Make sure that only people who really need to access the information know where to find the keys.

GDPR Data Protection Checklist

continued

The logo for Sue Ryder, featuring the name "Sue Ryder" in a blue, cursive script font.

5. You mustn't send personal information in the body of an email. Put it in an attachment and encrypt it (i.e. protect it with a password - for a Word or Excel document, click on File and the padlock symbol). Remember the password must not be sent by email – text or phone the recipient. If you can't do that, then post the information – if it is very confidential then send by Special Delivery.
6. Confidential documents or documents containing personal information must not be put in the bin.

GDPR Data Protection Checklist

continued



7. Remember not to discuss personal information such as someone's health with another person without their permission.
8. Make sure that IT are told when a volunteer who has a Sue Ryder email address leaves, so their login can be cancelled.
9. Tell your Area Manager straight away if you become aware that personal information has been lost, or accessed by someone who is not authorised to see it, as well as record the incident on Datix.

GDPR Data Protection Checklist

continued

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10. Retail Operations will inform you how long you need to retain data & where it needs to be stored. If you don't need it, shred it.
11. If anyone asks to see their personal data, or wants it deleted or know what is done with their data, refer them to the Company Secretary, Helen Organ by email helen.organ@sue Rydercare.org



THANK
YOU!