**1.11 Data Protection Policy**

1. **Introduction**

Wigan Youth Zone is committed to protecting personal data and respecting the rights of the people whose personal data we collect and use (data subjects). This policy explains our responsibilities and how we will comply with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

Personal data is defined as that which relates to an identifiable living individual and includes any expression of opinion about that individual. Within Wigan Youth Zone, personal data includes information about job applicants, employees, volunteers, beneficiaries, donors, trustees, such as name and address.

We process personal data to:

1. maintain our contacts held on Salesforce (Wigan Youth Zone’s CRM database)
2. recruit, support and manage staff and volunteers
3. safeguard children and young people at risk
4. maintain our HR and financial records
5. recruit and support trustees
6. provide services to our Youth Zones
7. undertake research
8. respond effectively to enquiries and any complaints
9. communicate with our supporters

This policy has been approved by Wigan Youth Zone’s Trustees who are responsible for ensuring that we comply with all our legal obligations.

1. **The Principles**

We are committed to protecting personal data from being misused, shared inappropriately or being inaccurate.

We will ensure all personal data is:

1. processed lawfully, fairly and transparently;
2. collected for specified, explicit and legitimate purposes;
3. adequate, relevant and limited to what is necessary for the purposes for which it is processed;
4. accurate and kept up to date. Any inaccurate data must be deleted or rectified without delay.;
5. Not kept for longer than is necessary for the purposes for which it is processed;
6. processed securely and protected against accidental loss, destruction or damage;

Data subjects, including employees, have the:

1. The right to information about what personal data we process: how and on what basis.
2. The right to access your own personal data via a SAR.
3. The right to correct any inaccuracies in your personal data, by contacting the person responsible for data in the Company.
4. The right to request that we erase your personal data where we were not entitled under the law to process it – or where it is no longer necessary to process it for the purpose it was collected – and have access temporarily restricted. To do this, you should contact the person responsible for data in the Company.
5. The right to object to data processing where we are relying on a ‘legitimate interest’ to do so, and you think that your rights and interests outweigh our own and you wish us to stop; or for use in direct marketing.
6. The right to receive a copy of your personal data and to transfer your personal data to another data controller.
7. The right to be notified of a data security breach concerning your personal data.
8. The right not to give your consent for processing of personal data, or to withdraw this later by contacting the person responsible for data in the Company.
9. **Application of the Policy**
10. The Data Protection Policy applies to:

* successful and unsuccessful applicants, and former applicants (see appendix 3 for the Applicant Privacy Notice)
* current and former employees which includes full time, part-time, sessional, casual employees and contract workers, as well as volunteers
* young people – current and former members as well as visitors
* both manual and electronic records

1. Wigan Youth Zone’s employees, trustees and volunteers who process personal information are required to read, understand and comply with this policy. Any individual who breaches the policy may be subject to disciplinary action. If you are unsure about whether anything you plan to do, or are currently doing, may breach this policy you must first speak to the HR and Office Manager.
2. Data subjects of Wigan Youth Zone will have their personal data processed in line with this policy.
3. Organisations, consultants and other third parties appointed to undertake services for Wigan Youth Zone are required to comply with this policy as a condition of their contract. Any breach of the policy will be taken seriously and could result in Wigan Youth Zone terminating the contract.
4. Training will be provided by Wigan Youth Zone, as and when appropriate, for employees, trustees and volunteers to ensure an understanding of the policy and its application to our work.
5. **Personal Data**
6. Wigan Youth Zone will collect and process personal data about a wide range of data subjects. This includes data received directly from individuals and from other sources. The personal data processed will be in both electronic and paper form and will include the following:
7. CVs, application forms, shortlisting and interview notes, references, etc. obtained during selection processes
8. terms of employment
9. payroll information including tax, national insurance details and dates of birth
10. emergency contacts
11. health and sickness absence records
12. information about performance
13. details of any disciplinary investigations and proceedings
14. training and development records
15. contact names, addresses, telephone numbers and email addresses
16. visual images
17. personal and demographic information (date of birth, age, gender, nationality, etc.)
18. professional information (organisation, title, Board memberships, connections, employment records, etc.)
19. support services (Looked After Children, Support/Key Workers, etc.)
20. safeguarding records (concerns, disclosures, meetings, etc.)
21. identification numbers
22. biometric data
23. financial information
24. information relating to a member’s use of their membership and activities at the Youth Zone

With regard to visits to our website, Wigan Youth Zone may collect the following information:

1. technical information including the internet protocol (IP) address used to connect a computer to the internet
2. user’s login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform
3. full Uniform Resource Locators (URL), clickstream to, through and from our website (including date and time), pages viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks and mouse-overs), and methods used to browse away from the page
4. Wigan Youth Zone may also hold special categories of personal data which is considered sensitive personal data and includes information about an individual’s race, ethnicity, religion or similar beliefs, trade union membership, health (including physical and mental health), genetic data, biometric data, sexual life and sexual orientation. This sensitive information may be processed not only to meet Wigan Youth Zone’s legal responsibilities but, for example, for purposes of personnel management and administration, suitability for employment and to comply with the Equality Act 2010. The processing of criminal record checks is permissible when recruiting for a role which involves working with children or vulnerable adults.
5. The Data Protection Act 2018 rules for special category data do not apply to information about criminal allegations, proceedings or convictions. There are separate safeguards for personal data relating to criminal convictions and offences set out in Article 10. Wigan Youth Zone will not hold information relating to criminal proceedings or offences or allegations of offences unless there is a clear lawful basis to process this data such as where is fulfils one of the substantial public interest conditions in relation to the safeguarding of children and of individuals at risk. However, this processing will only ever be carried out by the Safeguarding Lead following legal advice.
6. **Processing of Personal Data**

Wigan Youth Zone will process personal data lawfully and transparently, providing individuals with an explanation of how and why we process their personal data at the point when the data is collected, as well as when we collect data about them from other sources.

For data to be processed lawfully, at least one of the following legal conditions, as listed in Article 6 of the GDPR, must be met:

1. the processing is necessary for a contract with the data subject;
2. the processing is necessary for Wigan Youth Zone to comply with a legal obligation;
3. the processing is necessary to protect someone’s life;
4. the processing is necessary for Wigan Youth Zone to perform a task in the public interest, and the task has a clear basis in law;
5. the processing is necessary for the legitimate interests pursued by Wigan Youth Zone, unless these are overridden by the interests, rights and freedoms of the data subject;
6. if none of the other legal conditions apply, the processing will only be lawful if the data subject has given their clear consent.

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The processing of special categories of personal data is only lawful when the conditions above are met, together with one of the extra conditions set out in Article 9 of the GDPR. These include:

1. the processing necessary for carrying out Wigan Youth Zone’s obligations under employment and social security and social protection law;
2. the processing is necessary for safeguarding the vital interests (in emergency situations) of an individual and the data subject is incapable of giving consent;
3. the processing is carried out in the course of Wigan Youth Zone’s legitimate activities and only relates to individuals we are in regular contact with in connection with our purposes;
4. the processing is necessary for pursuing legal claims;
5. if none of the other legal conditions apply, the processing will only be lawful if the data subject has given their explicit consent.

When personal data is collected directly from an individual we will refer them to the [Privacy Policy](https://www.onsideyouthzones.org/privacy-policy/) which explains how their data will be processed, stored and retained. If personal data about an individual is collected from another source, the data subject will be referred to the Privacy Policy and informed (verbally or in writing) about the type and source of the data. Should the data be required to be passed on to another organisation, this information will be provided to the data subject before the data is passed on.

1. **Consent for Processing Data**
2. Where none of the legal conditions for processing data apply, and consent is required from the data subject, Wigan Youth Zone will clearly set out what we are asking consent for, including why we are collecting the data and how we plan to use it. Consent will be specific to each process for which we are requesting consent. Consent can be withdrawn at any time and should this be the case, the processing of the data will stop. Personal data will only be processed for the purposes set out in the Privacy Policy or for other purposes specifically permitted by law.
3. Personal data will only be collected and used for the specific purposes described above and Wigan Youth Zone will not collect any more than is required to achieve these purposes.
4. Wigan Youth Zone will ensure that any personal data held is accurate and, where appropriate, kept up to date.
5. Personal data will not be kept longer than is necessary. The data retention guidelines are set out in appendix 1, which cover statutory retention periods, recommended retention periods and retention periods required by Wigan Youth Zone’s insurance broker’s, Stephensons Risk Management. The detailed conditions and requirements of Stephensons Risk Management are set out in appendix 2 and take precedence over the Data Protection Act 2018 requirements for data retention. Wigan Youth Zone’s privacy notice for job applicants can be found in appendix 3.
6. Wigan Youth Zone will ensure appropriate measures are in place to keep personal data secure, including protecting it from unauthorised or unlawful processing, or from accidental loss, destruction or damage.
7. Wigan Youth Zone will keep clear records of our processing activities and of the decisions made concerning personal data.
8. **Rights of Data Subjects**

Wigan Youth Zone will process personal data in line with the rights of data subjects, including their right to:

1. request access to any personal data held by us (Subject Access Request);
2. ask to have inaccurate personal data changed;
3. restrict processing, in certain circumstances;
4. object to processing, in certain circumstances, including preventing the use of their data for direct marketing;
5. data portability, that is to receive some or all of their data in a format that can easily be used by another person or organisation;
6. not be subject to automated decisions, in certain circumstances;
7. withdraw consent when we are relying on consent to process their data.
8. **Direct Marketing**

Wigan Youth Zone will comply with the rules set out in the Data Protection Act 2018, the Privacy and Electronic Communications Regulation (PECR), General Data Protection Regulations and any laws which may amend or replace the regulations around direct marketing, which means the communication (by any means) of any advertising or marketing material which is directed, or addressed, to individuals. The forms of communication include making contact with data subjects by email, text message, social medial messaging, telephone and post.

Contact made by Wigan Youth Zone to individuals for the purpose of promoting our aims is defined as marketing, and therefore marketing does not need to be selling anything or be advertising a commercial product.

Any direct marketing material sent will identify Wigan Youth Zone as the sender and will clearly set out how data subjects can object to receiving similar communications in the future. Should an individual object to direct marketing, Wigan Youth Zone will stop the direct marketing as soon as possible.

Legitimate impact assessments have been completed, where appropriate.

1. **Subject Access Requests**

Individuals have the right to access their personal data and can make a subject access request verbally or in writing. They have the right to obtain the following:

1. confirmation that Wigan Youth Zone is processing their personal data;
2. a copy of their personal data;
3. other supplementary information which mainly corresponds to the information provided in our Privacy Policy.

Wigan Youth Zone will respond to requests without undue delay and act on valid requests within one month, unless we have reason to, and can lawfully extend the timescale. This can be extended by up to two months in some circumstances. All data subjects’ rights will be free of charge. Further information is set out in appendix 4 and the SAR form can be found in appendix 5. Wigan Youth Zone will follow the ICO guidance on Subject Access Requests (<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/>.

1. **Sharing Information with Other Organisations and Transferring Data**

Wigan Youth Zone will only share personal data with other organisations or people when we have a legal basis to do so and if we have informed the data subject about data sharing through our privacy policy, unless legal exemptions apply to informing data subjects about the sharing. Records will be kept of information shared with a third party.

1. **Data Processors**

Before appointing a contractor who will process personal data on behalf of Wigan Youth Zone (a data processor), due diligence checks will be carried out to check the processor will use appropriate measures to ensure the processing will comply with GDPR.

1. **Data Protection Impact Statements**

Should Wigan Youth Zone plan to carry out any data processing which is likely to result in a high risk, a Data Protection Impact Assessment will be carried out. Any DPIA will be carried out using the ICO’s Code of Practice.

1. **Dealing with Data Protection Breaches**

Where employees, trustees or volunteers think that data may have been breached or lost, this must be reported as soon as possible to the Head of People. Breaches of personal data will be recorded, whether or not they are reported to the ICO.

Contact details are:

Name: Lisa Potter

Email: lisa.potter@wiganyouthzone.org

Any data breach which is likely to result in a risk to any person will be reported to the ICO within 72 hours of the breach being reported to the Head of People. In addition, where a breach of personal data may cause a high risk to any individual, we will inform data subjects whose information is affected, without undue delay.

**Appendix 1: Data Retention Guidelines**

**Statutory Retention Periods**

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| --- | --- | --- | --- |
| **Record** | **Retention Period** | **Start of Retention Period** | **Notes** |
| **Health & Safety** | | | |
| Accident books, accident records/reports | 3 years | From date of last entry | If the accident involves a child/young adult, then until that person reaches the age of 21 |
| Medical records as specified by COSHH Regulations | 40 years | From date of the last entry |  |
| Medical records under the Control of Asbestos at Work Regulations: medical records containing details of employees exposed to asbestos and medical examination certificates | 40 years (medical records)  4 years (medical certificates) | From date of the last entry  4 years from date of issue |  |
| Records of tests and examinations of control systems and protective equipment under COSHH Regulations | 5 years | From the date on which the tests were carried out |  |
| **Finance** | | | |
| Accounting records | 6 years |  | For Public Limited Companies |
| Income tax and NI returns, income tax records & correspondence with HMRC | Not less than 3 years | After the end of the financial year to which records relate |  |
| National minimum wage records | 3 years | After the end of the pay reference period following the one the records cover |  |
| **HR** | | | |
| Statutory maternity pay records, calculation, certificates (Mat B1) or other medical evidence | 3 years | After the end of the tax year in which the maternity period ends |  |
| Salary records (also overtime, bonuses, expenses) | 6 years |  |  |
| Records relating to working time | 2 years | From date on which they were made |  |
| **Young People** | | | |
| Records relating to children and young adults | Until the child / young adult reaches the age of 21 |  |  |

**Recommended (non-statutory) Retention Periods (based on the time limits for potential UK tribunal or civil claims)**

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| --- | --- | --- | --- |
| **Record** | **Retention Period** | **Start of Retention Period** | **Notes** |
| **Health & Safety** | | | |
| Assessments under H&S regulations and records of consultations with safety representatives and committees | Permanently |  |  |
| **HR** | | | |
| Application forms and interview notes for unsuccessful candidates / CV and cover letters | 6 to 12 months |  | CIPD suggest a year may be more advisable |
| Inland revenue / HMRC approvals | Permanently |  |  |
| Money purchase details | 6 years | After transfer or value taken | Relates to pension schemes |
| Pension scheme investment policies | 12 years | From the end of any benefit payable under the policy |  |
| Parental leave | 5 years | From birth/adoption of the child or 18 years if the child receives a disability allowance |  |
| Pensioners’ records | 12 years | After benefit ceases |  |
| Personnel files and training records (including disciplinary records and working time records) | 6 years | After employment ceases |  |
| Redundancy details, calculations of payment, refunds, notification to the Secretary of State | 6 years | From the date of redundancy |  |
| Senior executives’ records (those on a senior management team) | Permanently | For historical purposes |  |
| Shortlisting notes | 6 to 12 months |  |  |
| Statutory sick pay records, calculations, certificates, self-certificates | 6 years | After employment ceases | CIPD recommendation, should there be contractual claims |
| Time cards | 2 years | After audit |  |
| Trade union agreements | 10 years | After ceasing to be effective |  |
| Equality and Diversity Form | Almost immediately | After data has been recorded |  |
| **Governance** | | | |
| Trust deeds and rules | Permanently |  |  |
| Trustees’ minute books | Permanently |  |  |

**Required Retention Periods**

As incidents of abuse may only come to light after a long period of time, the long-term availability of relevant documents and related correspondence is of crucial important should allegations of abuse arise. In order to assist in the handling and defence of claims for abuse and to demonstrate that Wigan Youth Zone is compliant, we require secure retention of all relevant personnel employment (employees & volunteers) and training records, safeguarding policies and other abuse-incident-related correspondence.

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| **Record** | **Retention Period** | **Notes** |
| Application forms, all correspondence relevant to the applications including any correspondence in relation to gaps in employment | 50 years |  |
| Records that Wigan Youth Zone has obtained suitable references and details of any follow up enquiries carried out | 50 years | Does not need to be a copy of the actual reference |
| Records that Wigan Youth Zone has carried out a suitable check to verify the identity of the applicant including the nature of the check | 50 years | Does not need to be copies of passports/drivers’ licences/etc. |
| DBS or similar statutory disclosures i.e. DBS certificate reference number and any relevant follow up correspondence for all employees and volunteers for which they are obtained under the recruitment policy | 50 years | In accordance with DBS Code of Practice, NOT a copy of the actual certificate |
| Safeguarding Policy including copies of previous versions; full details of all training delivered in relation to the policy including details of who attended and dates attended | 50 years |  |
| Records of abuse allegations or incidents and action taken including notifications to the appropriate authorities:   * Record of all known abuse allegations and incidents * Details of the outcome of any investigation & any follow-up action taken by Wigan Youth Zone * Details of any notification made to relevant authorities; this could include Police, DBS and local safeguarding boards | 50 years |  |
| Copies of relevant information and accompanying correspondence relating to abuse, assault or molestation of or by Wigan Youth Zone’s service users whilst in our care, contained in their referral assessment treatment and care plans | 50 years |  |
| Cause for concern forms and other paperwork required under Wigan Youth Zone’s Safeguarding Policy | 50 years |  |

**Appendix 2: Wigan Youth Zones Applicant Privacy Notice**

**Wigan Youth Zone**

As part of any recruitment process, Wigan Youth Zone collects and processes personal data relating to job applicants. Wigan Youth Zone is committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

**What information do we collect?**

Wigan Youth Zone collects a range of information about you. This includes:

* your name, address and contact details, including email address and telephone number where this has been supplied on your CV/Cover Letter
* details of your qualifications, skills, experience and employment history;
* information about your current level of remuneration, including benefit entitlements; where this has been supplied on your CV/Cover Letter
* whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process; where this has been supplied on your CV/Cover Letter
* information about your entitlement to work in the UK; and
* equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health, and religion or belief – where this has been supplied

Wigan Youth Zone collects this information in a variety of ways. For example, data might be contained in application forms, CVs, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, online or face to face.

Wigan Youth Zone will also collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers and information from criminal records checks. Wigan Youth Zone will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

**Why does Wigan Youth Zone process personal data?**

Wigan Youth Zone needs to process data to take steps at your request prior to entering into a contract with you. We also need to process your data to enter into a contract with you. In some cases, Wigan Youth Zone needs to process data to ensure that we are complying with our legal obligations. For example, we are required to check a successful applicant's eligibility to work in the UK before employment starts.

Wigan Youth Zone has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows us to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. Wigan Youth Zone may also need to process data from job applicants to respond to and defend against legal claims.

Wigan Youth Zone processes health information only if we need to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out our obligations and exercise specific rights in relation to employment.

Where Wigan Youth Zone processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes, but only with the consent of job applicants, which can be withdrawn at any time. For some roles, we are obliged to seek information about criminal convictions and offences. Where this is the case, we do so because it is necessary for it to carry out our obligations and exercise specific rights in relation to employment.

If your application is unsuccessful, Wigan Youth Zone do not habitually keep personal data on file in case there are future employment opportunities for which you may be suited. Nevertheless, if it is so required, Wigan Youth Zone will ask for your consent before we keep your data for this purpose and you are free to withdraw your consent at any time.

**Who has access to data?**

Your information will be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

Wigan Youth Zone will not share your data with third parties, unless your application for employment is successful and we make you an offer of employment. We will then share your data with former employers to obtain references for you, and the Disclosure and Barring Service to obtain necessary criminal records checks. Wigan Youth Zone will not transfer your data outside the European Economic Area.

**How does Wigan Youth Zone** **protect data?**

Wigan Youth Zone takes the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties, and is stored in a confidential electronic format, or locked physical storage with limited access.

**For how long does Wigan Youth Zone keep data?**

If your application for employment is unsuccessful, Wigan Youth Zone will hold your data on file for 12 months after the end of the relevant recruitment process. If you request or agree to allow Wigan Youth Zone to keep your personal data on file, we will hold your data on file for a further 12 months for consideration for future employment opportunities. At the end of that period, or once you withdraw your consent, your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in an organizational privacy notice.

**Your Rights**

As a data subject, you have a number of rights. You can:

* access and obtain a copy of your data on request;
* require Wigan Youth Zone to change incorrect or incomplete data;
* require Wigan Youth Zone to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
* object to the processing of your data where Wigan Youth Zone is relying on its legitimate interests as the legal ground for processing; and
* ask Wigan Youth Zone to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override Wigan Youth Zone’s legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact Lisa Potter, Head of People, [lisa.potter@wiganyouthzone.org](mailto:lisa.potter@wiganyouthzone.org)

If you believe that Wigan Youth Zone has not complied with your data protection rights, you can complain to the Information Commissioner.

**What if you do not provide personal data?**

You are under no statutory or contractual obligation to provide data to Wigan Youth Zone during the recruitment process. However, if you do not provide the information, we may not be able to process your application properly or at all. You are under no obligation to provide information for equal opportunities monitoring purposes and there are no consequences for your application if you choose not to provide such information.

**Appendix 4: Subject Access Requests**

Under Article 15 of the GDPR an individual has the right to access the information that Wigan Youth Zone holds about them. Accessing personal data in this way is known as making a subject access request, which can be made in whatever format an individual may wish but for individuals’ convenience, the standard Subject Access Request Form (see appendix 5) can be completed and emailed to [lisa.potter@wiganyouthzone.org](mailto:lisa.potter@wiganyouthzone.org). Using the form will help Wigan Youth Zone to verify an individual’s identity and give a timely and accurate response to their request. There is no charge to make a subject access request, unless the request is manifestly unfounded or excessive.

An individual is entitled:

* to be informed whether their personal data is being processed by Wigan Youth Zone;
* to be sent a copy of their personal data, subject to any applicable exemptions and the removal of other people’s personal data as appropriate;
* to other supplementary information which mainly corresponds to the information provided in Wigan Youth Zone’s Privacy Policy.

Any individual is only entitled to their own personal data, and not to information relating to other people.

On receipt of a Subject Access Request, Wigan Youth Zone will respond to requests without undue delay and act on valid requests within one month, unless there is reason to, and Wigan Youth Zone can lawfully extend the timescale. This can be extended by up to two months in some circumstances.

**Appendix 5: Subject Access Request Form**

it is not compulsory to use this form but it will help Wigan Youth Zone to give a timely and accurate response to your subject access request under Article 15 of the GDPR. Please complete the form below and return it be post or email to the contact details below.

**Subject Access Request Form**

|  |  |
| --- | --- |
| **Date** |  |
| **Name** |  |
| **Other name(s) by which you have been known (if applicable)** |  |
| **Address** |  |
| **Email address** |  |
| **Preferred response format (post or email)** |  |
| **Relationship to Wigan Youth Zone** |  |
| **Description of your request including information to help us locate the personal data you require** |  |

People Team

Wigan Youth Zone

Parsons Walk

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WN1 1RU

Tel: 01942 612061

Email: lisa.potter@wiganyouthzone.org