

Data Protection and Privacy Policy

1. General

This policy outlines Conciliation Resources' commitments to respect the privacy of people's personal information and observe the relevant data protection legislation.

Conciliation Resources maintains certain personal data for the purposes of carrying out its aims and objectives as identified in its Memorandum and Articles of Association and to meet its operational needs and legal obligations. This personal data, whether it is held on paper, electronically or in other form, is subject to the appropriate legal safeguards as specified in the UK Data Protection Act 1998.

Conciliation Resources processes personal data on past, current, and prospective board members, staff, volunteers, donors, individuals and organisations we work with; and suppliers and others with whom we communicate.

Attached to this policy are shorter guidelines covering Data Protection and Privacy (appendix 1) and the processing of information obtained via the Conciliation Resources website for marketing emails (appendix 2).

Conciliation Resources regards the lawful and correct treatment of personal information as very important and crucial to our successful operations. This involves taking precautions against physical loss or damage, and ensuring that access and disclosure are restricted. All staff are responsible for ensuring that:

- Any personal data held is kept securely;
- Personal information such as **personal** mobile phone numbers, **personal** social media "handles" or **personal** email addresses, is not disclosed in anyway to any unauthorised third party, without the subject's consent - unless the information is already in the public domain (e.g. Twitter handles are mostly in the public domain).

2. Principles

Conciliation Resources fully endorses and adheres to the eight principles of the UK Data Protection Act, 1998. These principles specify the legal conditions that must be satisfied in relation to obtaining, handling, processing, transportation and storage of personal data. Staff, volunteers or any other people or organisations associated or working with Conciliation Resources who obtain, handle, process, transport and store personal data for Conciliation Resources must adhere to these principles.

The principles require that personal data shall:

1. Be processed fairly and lawfully and shall not be processed unless certain conditions are met;
2. Be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with that purpose;
3. Be adequate, relevant and not excessive for those purposes;
4. Be accurate and, where necessary, kept up to date;
5. Not be kept for longer than is necessary for that purpose;
6. Be processed in accordance with the data subject's rights;
7. Be kept secure from unauthorised or unlawful processing and protected against accidental loss, destruction or damage by using the appropriate technical and organisational measures;

8. Not be transferred to a country or territory outside the [European Economic Area](#) unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Conditions relevant to the first principle

Personal data should only be processed fairly and lawfully. In order for data to be classed as 'fairly processed', at least one of these six conditions must be applicable to that data (Schedule 2).

1. The data subject (the person whose data is stored) has consented ("given their permission") to the processing;
2. Processing is necessary for the performance of, or commencing, a contract;
3. Processing is required under a legal obligation (other than one stated in the contract);
4. Processing is necessary to protect the vital interests of the data subject;
5. Processing is necessary to carry out any public functions;
6. Processing is necessary in order to pursue the legitimate interests of the "data controller" or "third parties" (unless it could unjustifiably prejudice the interests of the data subject).

3. Satisfaction of Principles

In order to meet the requirements of the principles, Conciliation Resources has in place appropriate management controls and use strict criteria to:

- Observe fully the conditions regarding the fair collection and use of personal data;
- Meet its obligations to specify the purposes for which personal data is used;
- Collect and process appropriate personal data only to the extent that it is needed to fulfill operational or any legal requirements;
- Ensure the quality and accuracy of personal data held to the best of Conciliation Resources' ability;
- Apply strict checks to determine the length of time personal data is held;
- Ensure that the rights of individuals about whom the personal data is held, can be fully exercised under the Act;
- Take the appropriate technical and organisational security measures to safeguard personal data; and
- Ensure that personal data is not transferred outside the EEA without suitable safeguards.

4. Compliance with Data Protection Regulations

Conciliation Resources is registered with the UK Information Commissioner (ICO) as a Data Controller on its public register of data controllers (Registration number Z9847634). As identified under the Data Protection Act, Conciliation Resources holds personal data for the following six purposes:

- Realising the objectives of Conciliation Resources;
- Staff administration;
- Advertising, marketing and public relations;
- Accounts and records;
- Administration of membership records; and
- Fundraising.

The section below lists the sets of personal data that Conciliation Resources stores and details how the use of the data is in accordance with the Data Protection Act. The use of the data in all cases is in order to realise the charitable aims of Conciliation Resources.

5 Applying the Policy

Any breach of this policy will be taken seriously and may result in disciplinary action up-to and including dismissal. Any questions or concerns about the interpretation or operation of this policy should be raised with the Director of Operations, who is Conciliation Resources' designated Data Controller.

As every staff member or volunteer is expected to use Conciliation Resources' databases, they are expected to adhere to the policy at all times. Any staff member or volunteer who believes that the policy has not been followed in respect of their own personal data should raise the matter with their Line Manager in the first instance, or if they are not available with the Director of Operations.

Each database has a designated person responsible for the implementation of the Data Protection Policy in relation to that particular database. Members of staff who wish to use the data for mailings may do so only with the authority of the person responsible for the particular database, who will ensure compliance with this policy.

The persons responsible for each database or set of personal information is as follows:

- Contacts, Donors and Projects Database – Director of Operations
- Web Sign-ups – Communications Manager
- Personnel – Director of Operations
- Recruitment – Director of Operations

Any request from a person asking to be removed from a mailing list or database or any other related enquiry should be forwarded to the responsible person, named above, who is responsible for ensuring any request is actioned or enquiry responded to. Any request will normally be completed within 30 calendar days. Any enquiries will be responded to in accordance with the Open Information Policy (P/11/12).

Requests for access to personal information

Conciliation Resources aims to comply with requests for access to personal information as quickly as possible, and will ensure that it is provided within 30 days of receipt of a request unless there is good reason for delay. In such cases, the reason for delay will be explained in writing to the individual making the request.

6. Conciliation Resources' Databases

Conciliation Resources Contacts Database

- For its own activities Conciliation Resources maintains a database of contact information about individuals and organisations that is password-protected and only accessible to Conciliation Resources staff (and office-based consultants/volunteers).
- This database includes people's name, address, email address, telephone/fax number(s), job title and employer, plus details of their involvement with Conciliation Resources including funding, events attended and the context in which the information is held, (eg a mediator in a conflict).
- The information does not constitute "sensitive personal data"¹ as defined by the 1998 Act. However, in some cases, where such information (about health, ethnicity or gender), is processed, it is purely done for the purpose of monitoring Conciliation Resources' policies, such as health and safety or equal opportunities or for the purpose of pursuing the charitable aims of the organisation.
- Professional and other contacts are added to this database, as and when, using information from a business card or other exchange of contact details, that Conciliation Resources staff have received

¹ Sensitive personal data is defined as personal data consisting of information about racial or ethnic origin, political opinion, religious or other beliefs, trade union membership, physical or mental health or condition, sexual life, criminal proceedings or convictions.

during business contact with the individual. They are not sent unsolicited mass communications, for example, to publicise an event or Conciliation Resources' news. In order to receive such communications, they must indicate that they would like to receive these mass mailings via Conciliation Resources' website.

- Staff must not add or keep personal data that may be defamatory or inappropriate for the purpose for which the data is kept.
- Individuals may directly ask for their details to be removed from any of Conciliation Resources' databases. Details are also removed when they are believed to be invalid or of no further use to Conciliation Resources.

Third Party e-bulletin system

- Conciliation Resources sends mass emails about its news and latest work via a third party e-bulletin system, currently MailChimp.
- Users indicate their preferences to receive these emails by actively subscribing via the Conciliation Resources website. These preferences are stored in the MailChimp database². All recipients are given the opportunity to opt-out of these communications at any time via an 'unsubscribe' link contained in every e-bulletin.
- Individuals may ask Conciliation Resources directly for their details to be removed from the Mailchimp database, or use the unsubscribe link in any e-bulletin.

Conciliation Resources Publications

- For purposes of distribution of printed publications, postal addresses of recipients are shared with a mail house under a strict written agreement which prevents the sharing and secure storage of personal data.
- Only the Policy, Accord and Learning Officer or a staff member providing cover for that role is authorised to share the postal addresses of Accord recipients with the company that handles distribution of Conciliation Resources' publications.
- Likewise, only the designated staff member coordinating a mailing of any programme publication (not Accord-related) is authorised to share the postal addresses of recipients with the company handling distribution of the publication.

Recruitment

- Conciliation Resources gathers personal data for the purpose of staff recruitment. Data obtained through recruitment is not used for any other purpose. Only relevant personal information is gathered through the application form, and candidates are informed that the personal information obtained through the form will be used according to this policy.
- Applicants are informed if any of the data they supply is to be checked.
- Information is kept secure and not disclosed to a third party except those involved in the recruitment process.
- Staff involved in recruitment are aware of data protection regulations and are required to handle personal information with sensitivity.
- Application forms of unsuccessful short-listed candidates, all score sheets and interview notes must be passed on to the Director of Operations who will keep them securely for a period of twelve months from the position being filled and then destroy them.
- Electronic versions of application forms of unsuccessful short-listed candidates are also deleted after twelve months of the position being filled.

Personnel

- Personal information about staff, consultants and volunteers is processed primarily for statutory HR

² MailChimp only has access to names and email addresses of people signed up to receive mailings from Conciliation Resources, none of which will be shared with a third party.

purposes.

- Such information includes (where applicable) contact details, next of kin details, bank account details for salary payment, time taken off for sickness, leave, etc.
- Accident information is kept in a Health & Safety Accident Register kept and maintained by the Office Manager..
- All personal information about staff, whether maintained electronically or on paper, is only accessible to the person's direct Line Manager and other appropriate staff as identified in other policies and procedures.
- At the point that a staff member, consultant or volunteer leaves Conciliation Resources we will seek their permission to maintain their personal contact information on our contacts database. Contact information may continue to be held if the person wishes to be kept informed of Conciliation Resources' work.
- Basic contact information (i.e. address) is required until at least the end of the financial year in order to send P60s to former staff.
- Sensitive personal data, if collected at all, is only for the purpose of monitoring HR policies such as Diversity and Inclusion policy.
- All other Personnel records are managed in accordance with Conciliation Resources Retention of Records Policy.

Staff leaving Conciliation Resources are subject to the confidentiality clause in their employment contract whereby they are prohibited from disclosing any confidential information to which they may have had access during their employment at Conciliation Resource.

7. Access to data

Staff, volunteers and other subjects of personal data held by Conciliation Resources have the right to access any personal data that is being kept about them in electronic form, and paper-based data held in physical filing systems. Any person who wishes to exercise this right should make the request in writing to the Director of Operations. Conciliation Resources reserves the right to charge a modest fee payable for each subject access request. If personal details are inaccurate, they will be amended upon receipt of a written request detailing the inaccuracies along with the correct information.

The computer systems and all information held on them remain Conciliation Resources' property at all times. With express authorisation from the email account holder or from the Director of Operations (or in their absence, another member of the Executive Management Committee), the IT Manager or another authorized member of staff may access the files, telephone messages or email account of another user. Computer hard drives and online or server accounts may also be accessed by IT staff for maintenance, security and administration purposes. See IT Policy P/28/15.

8. Retention of Data

Conciliation Resources will keep some forms of information for longer than others. As part of our Risk Management Strategy, Conciliation Resources carries out regular backups of data held on its internal databases and of all files held on its servers. The backups are either done externally or on our servers on a regular basis and at any point in time, data that is up to two years old can be retrieved. Only designated staff have access to the old data. In the event that data is restored from the backup the staff member carrying out the procedure must be sensitive to the data protection implications of this action.

9. Data Protection/Privacy Statement

For the purposes of this policy, to safeguard individual privacy, various statements will be used in the email communications. These are as follows:

P/18/16

For all emails sent from a Conciliation Resources' email address

This email is intended only for the named addressee(s) and may contain confidential and/or privileged material. If you have received this email in error, please notify Conciliation Resources immediately on cr@c-r.org and delete the message.

For e-bulletins (MailChimp system)

You are receiving this email because you subscribed via the Conciliation Resources website (www.c-r.org) or expressed an interest in receiving such mailings.

- The above statement appears next to an 'unsubscribe from this list' option and an 'update subscription preferences' option, where users can decide on which types of mailings they want to receive, eg programme-specific, job opportunities.

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