**Battersea Befriending Network (BBN)**

**Data Protection Procedures**

**Introduction**

1. BBN has a Data Protection Policy which is compliant with the UK General Data Protection Regulation (UK GDPR) and is reviewed every two years, or earlier if there is a relevant change in the law. In order to help us uphold the policy we have created the following procedures which outline the ways in which we collect, store, use, amend, share, destroy and delete personal data.
2. The procedures cover the main, regular ways in which we collect and use personal data. We may from time to time collect and use data in ways not covered here. In these cases we will ensure our Data Protection Policy is upheld.

**General Procedures**

1. Data will be stored securely. When personal information is stored electronically it will be kept in password protected files with access restricted to the Professional Adviser, Befriending Co-ordinator and one other Trustee. When it is stored online in a third party website (Lamplight), we will ensure that the third party complies with the GDPR. When it is stored on paper it will be kept in a locked filing cabinet.
2. When we no longer need data, or someone has asked for their data to be deleted, data will be deleted securely, and permanently deleted from computers and any paper files shredded.
3. We keep records of consent to collect, use and store personal data. These records are stored securely.

**Mailing List of Members and Supporters of BBN**

1. We maintain a mailing list with the names and contact details of people who wish to receive information from and support BBN.
2. When people sign up to become a member of BBN, we explain how their details will be used and stored, and that they may ask to be removed from the list at any time.
3. We will not use the mailing list in any way that the individuals on it have not explicitly consented to.
4. We will provide information about how to be removed from the list with every mailing.
5. We use mailing list providers who store data within the UK or the EU.

**Befriending**

1. The personal information of people who request the befriending services of BBN, and of referrers, is stored securely and will not be shared with any third party except with explicit consent, or if required by law, or if there is an overriding need to prevent risk to the person or the public.
2. We match the volunteer befriender with the befriendee, and, with consent, share the personal data of the befriendee with the befriender and mentor.
3. We will not keep the personal information for any longer than is necessary for the purpose of providing the befriendee with the support they have requested. Once the befriending arrangement has ended, the befriendee’s personal information, along with the referrer’s data, is deleted after one year, unless the befriendee requests another service.
4. Personal information on befriendees is held securely by the Professional Adviser, Befriending Coordinator, the Trustee responsible for entering Disclosure and Barring Checks, and one other Trustee, and is not shared with other members of the committee or volunteers unless this is necessary for the purpose of providing the service requested.
5. Details relating to individual circumstances are treated as strictly confidential and will only be shared outside BBN if there is a safeguarding risk to the individual or others.

**Volunteers**

1. We maintain a list of contact details of our current volunteers (befrienders and mentors).
2. People’s personal data will be removed from the list if they have not volunteered for 12 months. If they wish they can be added to the mailing list of members of BBN.
3. When contacting people on the list, we provide a privacy notice which explains why we have their information and they can ask to have it amended or deleted at any time.
4. To allow volunteers to work together it is sometimes necessary to share contact details with other volunteers. We will only do this with explicit consent.

**Committee Members / Trustees**

1. The committee members need to be in contact with each other in order to run the organisation effectively, and committee members’ contact details are shared among the committee.
2. Committee members will not share each other’s contact details with anyone outside the committee, or use them for anything other than BBN business, without explicit consent.

**Right of Rectification**

1. An individual has the right to have inaccurate information rectified. A request for rectification will be replied to within one month, and a record will be kept of the request and response.

**Anonymised Data**

1. Data about the age, ethnicity, gender of befriendees and volunteers, and length of befriending relationship are kept as a record of BBN’s work. No individual can be identified from the anonymised data.

**Review**

1. These procedures will be reviewed every two years, or earlier if there is a relevant change in the law.

**Date of approval: 27.10.2021**

**Date of review:**