

DATA PROTECTION PROCEDURES

1. Introduction

- 1.1. Channels Residents Community Group ("CRCG") has a Data Protection Policy which is reviewed annually or as circumstances deem necessary. In order to help us uphold the policy, we have created the following procedures which outline ways in which we collect, store, use, amend, share, destroy and delete personal data.
- 1.2. These procedures cover the main, regular ways 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.

2. General Procedures

- 2.1. Data will be stored securely. When it is stored electronically, it will be kept in password protected files. When it is stored online in a third-party website (e.g. One Drive or Google Drive) we will ensure the third party comply with the GDPR. When it is stored on paper it will be filed carefully in a locked filing cabinet.
- 2.2. When we no longer need data, or when someone has asked for their data to be deleted, it will be deleted securely. We will ensure that data is permanently deleted from computers, and that paper data is shredded.
- 2.3. We will keep records of consent given for us to collect, use and store data. These records will be stored securely.

3. Mailing Lists

- 3.1. We will from time to time maintain mailing lists. These will include the names and contact details of people who wish to receive website updates, key community information and fundraising appeals from CRCG.
- 3.2. When people sign up to a list (where possible this will generally be via our official website), we will explain how their details will be used, how they will be stored, and that they may ask to be removed from the list at any time. We will ask them to give separate consent to receive additional publicity and/or fundraising messages and will only send them messages which they have expressly consented to receive.
- 3.3. We will not use the mailing list in any way that the individuals on it have not explicitly consented to and we will provide information about how to be removed from the list on our official website and with every mailing.
- 3.4. We will use mailing list providers who store data within the EU or otherwise comply with GDPR.

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4. Supporting Residents

- 4.1. From time to time, individuals may contact the CRCG for help in resolving an issue in relation to the Residents Management Company, Council or other local services.
- 4.2. We will request explicit, signed consent before sharing personal details with any third party and details relating to individual's circumstances will be treated as strictly confidential.
- 4.3. We will not keep information relating to an individual's personal situation for any longer than is necessary to provide them with the support they have requested.
- 4.4. Personal data relating to housing issues will be stored securely by a member of the committee, and not shared among the rest of the committee or with other volunteers unless necessary for the purpose of providing the support requested.

5. Contacting Volunteers

- 5.1. Local people volunteer for CRCG in a number of ways. We will maintain a list of contact details of our recent volunteers. We will share volunteering opportunities and requests for help with the people on this list.
- 5.2. People will be removed from the list if they have not volunteered for 12 months.
- 5.3. When contacting people on this list, we will provide a privacy notice which explains why we have their information, what we are using it for, how long we will keep it, and that they can ask to have it deleted or amended at any time by contacting us.
- 5.4. To allow volunteers to work together, it is sometimes necessary to share volunteer contact details with other volunteers. We will only do this with explicit consent.

6. Contacting Committee Members

- 6.1. The Committee need to be in contact with one another in order to run the organisation effectively and as such Committee contact details will be shared among the Committee.
- 6.2. Committee members will not share each other's contact details with anyone outside of the Committee or use them for anything other than CRCG business, without explicit consent.
- 6.3. Committee members can be contacted by residents, or other relevant third parties, via contact forms on our official website or via phone and/or e-mail, the details of which may be publicised from time to time.

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7. Review

These procedures will be reviewed annually.

These procedures were reviewed on Sunday 24th November, 2019

Signature (Chair)
Andrew Wright

A handwritten signature in black ink, appearing to read "A. Wright".

Signature (Secretary)
Melanie Williamson

A handwritten signature in black ink, appearing to read "Melanie Williamson".