HOET
Heart of England Training Ltd

Data Protection Policy - GDPR

Introduction

In order to operate efficiently, Heart of England Training has to collect and use information about people with whom it works including current, past and prospective learners, employees, clients, customers and suppliers. This personal information must be handled and dealt with properly, however it is collected, recorded and used, and whether it be on paper, in computer records or recorded by any other means.

The company regards the lawful and correct treatment of personal information as very important to its successful operations and to maintaining confidence between the company and those with whom it carries out business. To this end Heart of England Training fully endorses and adheres to the eight principles of data protection as set out in the Data Protection Act 1998 www.dataprotection.gov.uk and the General Data Protection Regulation (GDPR) May 2018 www.ico.gov.uk .

New regulations demand higher transparency and accountability in how companies manage and use personal data. It also supports new and stronger rights for individuals to understand and control that use link to 'privacy statement'

Data gathering

All personal data relating to staff, learners, employers or other people with whom we have contact whether held on computer or paper files are covered by the Act and GDPR.

Only relevant personal data may be collected and the person from whom it is collected should be informed of the data's intended use, any possible disclosure of the information that may be made. Marketing and communications will only be sent when the data subject given express consent.

Data storage

Personal data will be stored in a secure and safe manner.

Electronic data (to include on laptops, tablets and mobile telephones) will be protected by standard password and firewall systems operated by the company.

Computer workstations in administrative areas will be positioned so that they are not visible to casual observers waiting in the office or at the reception areas.

Manual data will be stored where it is not accessible to anyone who does not have a legitimate reason to view or process that data.

Particular attention will be paid to the need for security of sensitive personal data.

Data checking

The company will issue regular reminders to staff to ensure that personal data held is up to date and accurate.

Any errors discovered would be rectified and if the incorrect information has been disclosed to a third party any recipients informed of the corrected data.

Data disclosures

Personal disclosures will only be to organisations or individuals for whom consent has been given to receive the data or organisations that have a legal right to receive the data without consent being given.

Processing shall be lawful only if and to the extent that at least one of the following applies: -

- consent
- performance of contract
- legal obligation
- vital interest
- public interest
- legitimate interest

When requests to disclose personal data are received by telephone it is the responsibility of the company and its employees to ensure that the caller is entitled to receive the data and that they are who they say they are. It is advisable to call them back, preferably via a switchboard, to ensure the possibility of fraud is minimised.

If a personal request is made for personal data to be disclosed it is again the responsibility of the company and its employees to ensure the caller is entitled to receive the data and that they are who they say they are. If the person is not known personally, proof of identity should be requested.

Personal data will not be used in newsletters, websites or other media without the express consent of the data subject.

Personal data will only be disclosed to Police Officers if they are able to supply the relevant documentation which notifies of a specific, legitimate need to have access to specific personal data. A record should be kept of any personal data disclosed.

Individuals exercising their right to personal data held by the company must apply in writing to the Data Protection Officer by means of a 'subject access request'.

Responsibilities of staff

Heart of England Training is the 'data controller' under the terms of the GDPR legislation. The company Marketing and Communications Manager is the Data

Protection Officer and responsible for data collected and purpose, dealing with concerns regarding data held by the company and how it is processed held and used.

Managers are responsible for ensuring that all members of staff and relevant individuals abide by this policy and for developing and encouraging good information handling within the organisation. The company Directors are responsible for overseeing this policy.

All staff who have responsibilities for the collection, access or processing of personal data, should comply with the provisions of the act in accordance with the principles outlined above.

All staff are responsible for ensuring that any information that they provide to the company in connection with their employment is accurate and up to date.

It is a condition of employment that all employees abide by the Data Protection Policy and failure to do so may therefore result in disciplinary proceedings.

Data security

The need to ensure that data is kept securely means that precautions must be taken against physical loss or damage, and that both access and disclosure must be restricted. All staff are responsible for ensuring that:-

- any personal data which they hold is kept securely
- personal information is not disclosed either orally, in writing or otherwise to any unauthorised third party
- personal data is not left visible and unsupervised or left in motor vehicles
- compliance with appropriate disposal methods ie shredding, tearing or archiving
- a log kept of records destroyed
- report any incident/breaches to the Data Controller immediately for ICO notification

Failure to comply with the above policy may result in disciplinary action that may lead to dismissal.

This policy is reviewed annually by the company directors.

Signed:…….. Date: ……**May 2018**……
Director