NOSS Data Protection Policy: GDPR Update

NOSS understands the obligations to ensure that personal information is treated fairly, lawfully and correctly, and is committed to achieving compliance with the laws of the General Data Protection Regulations 2018.
https://ico.org.uk/
https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/

The GDPR sets out the rules for how organisations must process personal data and sensitive personal data about living individuals. It gives individuals the right to find out what personal data is held about them by organisations (both electronically or within a manual filing system) and to see and correct any personal data held.

NOSS needs to collect and process personal data about people, including staff and individuals with whom it deals with, in order to operate its daily business and for the organisation to operate effectively. Ownership of service user records and any other information communicated in order for the business of NOSS to be conducted belongs to NOSS Ltd.

NOSS is committed to ensuring that staff are appropriately trained and supported to achieve compliance with the GDPR. This is regarded by NOSS as being very important in maintaining the confidence between them and with those whose personal data they hold.

NOSS fully endorses and adheres to the **GDPR Principles** for data protection and the responsibilities for organisations given below.
https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/principles/

Personal data shall be:
a) processed lawfully, fairly and in a transparent manner in relation to individuals;
b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures."

Policy Scope - This policy has been written within the guidelines of relevant authoritative bodies and related documentation. This policy applies to all personal data and sensitive personal data collected and processed by NOSS in the conduct of its business, in electronic format in any medium and within structured paper filing systems.

This policy applies to all NOSS staff and places a duty of responsibility on members of NOSS staff.

Disciplinary action may be taken against staff failing to comply with this policy.

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NOSS is the data controller and processor of, and registered with, the Information Commissioner's Office (ICO) for collecting and using personal data about: client and employees.

Agreement and standard operating procedures are embedded between the two parties, which details these requirements.

Policy Objectives - The objectives of this policy are to ensure that:

Proper procedures are in place for the processing and management of personal data

There is someone within the organisation who has specific responsibility and knowledge about data protection compliance.

A better and supportive environment and culture of best practice processing of personal data is provided for staff

All staff understand their responsibilities when processing personal data, and that methods of handling that information are clearly understood

Individuals wishing to submit a Subject Access Request are fully aware of how to do this and who to contact. Subject Access Requests are dealt with promptly and courteously

https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/

The GDPR provides the following rights for individuals:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/

Individuals are assured that their personal data is processed in accordance with the data protection principles, that their data is secure at all times and safe from unauthorised access, alteration, use or loss

Other organisations with whom NOSS data needs to be shared or transferred, meet compliance requirements

Any new systems being implemented are assessed on whether they will hold personal data, whether the system presents any risks, damage or impact to individuals' data and that it meets this policy

Fair collection and processing - Individuals will be made aware that their information has been collected, and the intended use of the data specified either on collection or at the earliest opportunity following collection. This may be verbally, written or through electronic direction to the NOSS privacy notice, published on our website https://www.noss.uk.com/data-protection .

Personal data will be collected and processed only to the extent that it is needed to fulfil business needs or legal requirements.

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Personal data held will be kept up to date and accurate.

Retention of personal data will be appraised and risk assessed to determine and meet business needs and legal requirements, with the appropriate retention schedules applied to that data.

Personal data will be processed in accordance with the rights of the individuals about whom the personal data are held.

Individuals whose personal information is held on a NOSS Contacts Database will be provided with the option to 'opt out' of receiving event invitations and future communications.

Any unauthorised use of corporate email by staff, including sending of sensitive or personal data to unauthorised persons, or use that brings NOSS into disrepute will be regarded as a breach of this policy.

Staff will use appropriate protective markings to protect and secure any document containing personal information. In this way informing recipients of the document of the measures that need to be employed for it's appropriate handling.

Annual Data Protection Awareness Training will be provided to staff to keep them better informed of relevant legislation and guidance regarding the processing of personal information.

There is a member of staff within NOSS Office who has specific responsibility for data protection, covering all aspects within the scope of this policy.

Data Sharing - Personal data will not be transferred outside the European Economic Area unless that country or territory can ensure a suitable level of protection for the rights and freedoms of the data subjects in relation to the processing of their personal data.

Personal data in any format will not be shared with a third party organisation without a valid business reason, a Data Sharing Agreement in place, or without the data subjects' consent.

Privacy Impact Assessments - Personal data will not be used to test any systems, unless it is proven to be satisfactory and safe that such use is the only practical method to test that system.

Access - Members of staff will have access to personal data only where it is required as part of their functional remit.

Staff are made aware that in the event of a Subject Access Request being received in NOSS, their emails may be searched and relevant content disclosed, whether marked as personal or not.

A Subject Access Request will be acknowledged to the data subject within 3 working days, with the final response and disclosure of information (subject to exemptions) within 40 calendar days. A fee may be charged for this, at NOSS's discretion, which will be no more than £10.

A data subject's personal information will not be disclosed to them until their identity has been verified.

All data subjects have a right of access to their own personal data. NOSS will provide advice to data subjects on how to request or access their personal data held by NOSS.

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