

**VOLUNTARY ACTION SHETLAND**

**DATA PROTECTION PROCEDURE DRAFT**

**FOR VAS STAFF MUST BE READ IN CONJECTION WITH DATE PROTECTION POLICY**

Data held by Voluntary Action Shetland

<b>DATA</b>	<b>Purposes of processing data (e.g. customer management, marketing, recruitment)</b>	<b>Categories of individuals (e.g. employees, customers, members)</b>	<b>Categories of personal data (different types) (e.g. contact details, financial information, health data)</b>	<b>Categories of recipients of personal data (anyone you share personal data with) (e.g. suppliers, credit reference agencies, government departments)</b>	<b>Retention period</b>
<b>VAS Chief Executive</b>					
Staff personnel folders (paper folders) Staff salary (Database)	Staff management	Employees	Name and contact details / health data / references? / national insurance numbers / next of kin / financial information / contracts / length of service	Interview panel / line manager and board members if required (all within organisation)	6 years after employment ceases  Disclosure certificate 6 months
Staff training record (electronic database)	Staff management	Employees	Name / job title / training undertaken	VAS staff members / line manager (all within organisation)	6 years after employment ceases
<b>VAS Staff</b>					
Supported organisations (paper record)	Customer management	Members	Name / telephone number / email	No one	6 years

Children in Need Small Grants (paper form and electronic database)	Customer management	Customers	Child's name / address / age / sex / parents name and address and personal circumstances	Funders – Children in Need	6 years
Training Events	Customer management	Customers	Name / email / telephone number / name of organisation	No one	6 years
VISP newsletter Mailing List (electronic – word and mailing labels)	Marketing and providing information to sector	Members	Name of organisation and name of contact / postal address / email address	No one	Kept until mail is returned undelivered or individual asks to be removed
Halls Association Mailing List (electronic – word and mailing labels)	Customer management and providing information to sector	Members	Name of organisation and contact / postal address / email	No one	Kept until individual asks to be removed or mail is undelivered
Cats Protection Helpline Enquiries (paper record and emailed to Cats Protection)	Customer management	Customers	Name / address / telephone number / email	Shared with Cats protection volunteers and staff (It's their service and they pay us to take calls)	1 year
Community Portal Subscribers (electronic database online)	Members management	Members	User name / email address	No one	Information kept until they leave
VAS member (electronic database and paper record)	Members management	Members	Name of organisation and contacts name / address / telephone / email	No one	Kept until they stop their membership
New Shetlander subscribers (database electronic and paper file)	Customer management	Customers	Name and address	No one	Kept until customer stop subscribing

New Shetlander Contributors (electronic database)	Customer management	Customers	Name and address	No one	6 years
New Shetlander Editorial committee (electronic database)	Member management	Members	Name/ address / email	No one outwith VAS	Kept until they leave
Independent Examinations (electronic database and paper file)	Customer management	Customers	Name / address / telephone / email	No one	Kept until they stop using our service
PVG database – applicants (database)	Customer management	Customers	Name / address / phone / DOB / Organisation they volunteer with / PVG numbers	No one	Until they tell us they leave a group and have been removed by DS
PVG database – Organisation (database and paper record)	Customer management	Customers	Organisation and contact name / address / email / phone	No one	Until they leave
Payroll (database and paper record)	Customer management	Customers and their employees	Name / address / email / phone (of both employer and employee / finance / NI number / DOB	Shared back to the employer (organisations) who pays for the service	7 years after they leave
VAS Trustees (database)	Member management	Members	Name / address / email	No one	6 years after they leave
RECEPTION Nothing received from them					Kathleen to speak to Ellen 6.4.18
<b>VAS VOLUNTEERING</b>					
MILO database	Member management	Youth Volunteers / Adult Volunteers /	Name / Address / Email / telephone / records	Organisation details shared with volunteers	Volunteers are archived or deleted

(online database and paper record)		Volunteer Involving Organisations and opportunities	of awards received / records of meetings	who want to volunteer for them  Volunteers information will be shared with VIOs (volunteer involving organisations) if their permission is given, to help them find a volunteering placement.	immediately if requested, otherwise Retained for 6 years after they become inactive.  Organisation contact details are deleted if requested or if returned uncontactable.
Shetland Youth Volunteering Awards (Electronic database and paper records)	Award management	Nominators and nominees and Guest list to Awards / Award committee (judges)	Name / address / email / telephone / nominations details	Award Judges – all information / Shetland Islands Council host Award Ceremony so guest list is shared with them	6 years
<b>CARERS</b>					
Carers Database (electronic database) Carers Assessment Database (paper record)	Member management Sending newsletters	Carer's details Care recipient details	Name / address/ email / telephone / DOB / services used / records of assessments	No one	6 years – child data needs to be kept indefinitely in case of historic abuse cases
GIRFECS	Member management	Information on care recipient and sometimes the carer	name / contact info / DOB / record of meeting / health information	Shared with partner agencies through GIRFEC	6 years – child data needs to be kept indefinitely in case of historic abuse cases
Database of Professionals and Volunteers (electronic)	Service management	Members	Name / email /	No one	6 years after they leave

OPEN PEER EDUCATION PROJECT					
Staff Records / Personal files (electronic database and paper records)	Staff management	Employees	Name / address / telephone / email / timesheets / holiday forms / personal targets and assessments / training records /	No one	3 years after leaving the service
Volunteer / Peer Educator personal files	Service management	Volunteers	Name / address / telephone / email / Facebook messenger / reviews-appraisals / meeting records / targets	No one  Facebook messenger group ???	3 years after leaving the service
SHETLAND BEFRIENDING SCHEME					
Volunteer Personal File (Paper record)	Volunteer management	Volunteers	Name / address / telephone / email / work no / criminal convictions / references / medical checks/	No one	1 year if unsuccessful  6 years after leaving
Volunteer PVG Check (electronic word document)	Volunteer management	Volunteers	Date / membership number / PVG number / name / position / recruitment decision	No one	6 years after leaving
Volunteer Assessment (electronic word document) / support and supervision / (paper record)	Service management	Volunteers	Name / address / date / telephone / email / assessments / training / targets and goals	No one	Always or 6 years after leaving

Volunteers monthly monitoring forms (recorded by volunteers) (paper record)	Volunteer management	Volunteers	Name Expenses / volunteers concerns or incidents / volunteers views /	No one	6 years after leaving service
Volunteers contact database for newsletters and training / group information (email database)	Service management	Volunteers	Name / email	No one	6 years after leaving service
Referral forms (paper records)	Service management	Clients / referral agencies	Referral agents: name / address / telephone / emails Referred person: name / address / telephone / email / age / living circumstances / medical information / present circumstances	Feedback letter sent to referral agency every 3 months for 7-18 years service.  Progress provided to referrer through telephone / email / review meetings for 16+ service	As the client may come back into service the file is only destroyed 6 years after death
Service Users 3 monthly review (paper record)	Service management	Clients	Service user and volunteers initials / review notes	No one	6 yrs after the service user dies
Staff Yearly Appraisals (paper record and electronic copy held by manager)	Staff management	Employees	Name / Job outline / work objectives / performance review / future objectives and personal development	No one	6 years after they leave employment
Client Database with match details (paper record and electronic copy)	Service management	Clients and volunteers	Client name / DOB / area they live / referring agent / name of match volunteer	No one	As long as client is in service

Emails containing sensitive and personal data Electronically	Service management and staff management	Staff / clients / volunteers / customers	Contact details / personal information / financial details / health details /	Who are emails shared with: VIO Organisations Volunteers Cats Protection GIRFEC partners Need info from Befriending / carers / VAS	1 year
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