

Maidenhead Care

Personal Data Audit

Process	Asking what actually happens across Maidenhead Care, consulting with trustees, duty officers and volunteers about how personal data is obtained, stored and used. Reviewing documentation, website information, policies, procedures and assessing awareness of the requirements of the GDPR.
Who is the Data Controller?	The Trustees of Maidenhead Care
Who are the Data Subjects?	Classification 1: Clients Classification 2: Volunteers including Management Committee Members and Trustees
What Client data is held?	Basic Contact Data: Name, Address, Telephone Number, Mobile Number, Email Address, Emergency Contact Number. A Clients voluntary donation for each job will be recorded on the transport claim form. Special Category Data: Data relating to the Client's health that may impact on how we provide assistance. Other relevant details such as do they hold a Blue Badge, have a wheelchair, walking frame, etc. We do not hold personal data belonging to under 13 year olds.
What Volunteer data is held?	Basic Contact Data: Name, Address, Telephone Number, Mobile Number, Email Address. Additional details such as type of car, chosen geographical areas and days of week that volunteer is available.
Why do we hold the data?	We depend on volunteers to provide the service to the local community. Their data is used by our Duty Officers (DO) so they can quickly access who is available and able to satisfy a particular Client's need. Without this data we could not function.
How did we obtain the data?	Volunteer data is obtained directly from the Volunteer. Client data is obtained directly from the Client. The existence of our Privacy Notice was advised to all when collecting the data.
Do we collect data from other sources?	In some cases, additional data relating to a client's needs may be stored. This will be based on experiences of the Volunteer or the Duty Officer.
How do we obtain consent?	All volunteers are asked to sign a consent form. Clients are asked for their consent on phoning into the office with a request for assistance and the date of that conversation is recorded in the database.
Who is responsible for the data?	Ultimately the trustees are collectively responsible. However, we do depend on our many excellent volunteers to handle the data provided in each instance in the strictest of confidence.
What do we do with the data?	The data is only used to provide the service to the community. It is not processed in any other way.

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How do we store the data?	Once a week a backup is taken of jobs for that week and copied to a USB stick. This is then hand carried to our treasurer who has a copy of the database (DB) on his computer. His DB is then updated with the new jobs. At regular intervals his DB is backed up to a Microsoft Cloud Drive account.
Who has access to the data?	Volunteers are provided with a Clients data for a particular job. DOs and the treasurer have access to the whole of the DB.
How have the new rights been explained?	The new and enhanced rights relating to the use of personal data arising from GDPR are explained in our Privacy Notice.
How long do we keep the data?	This is covered in our Privacy Notice. It is current best practice to keep financial records for a minimum period of 7 years to support HMRC audits. We endeavour to keep data only for as long as we need it. This means that we may delete it when it is no longer needed.
How do we keep the data safe?	After each DO shift, the laptop is hand carried as part of a mobile office from one DO to the next. The laptop and the treasurer's computer are password protected and have the latest operating systems installed and kept up to date with all service updates. Industry standard anti-virus and firewalls are installed and kept up to date.
Do we circulate data?	Regular paper reports known internally as "flimsies" detailing jobs for the week are circulated to trustees and section heads. In addition, lists of volunteers are held by individual members which are stored in their private home. Volunteer drivers will also keep a list of client jobs in order to submit a mileage claim form and the record of client donations.
Do we have a Privacy Notice?	A link to our Privacy Notice is on our website http://www.maidenheadcare.org.uk/Privacy%20Notice.pdf
Do we use the data for marketing?	We send newsletters and other items to assist our volunteers and keep them up to date with our operations. The client data is not used other than as described.
Do we use cookies on our website?	Tracking software such as cookies are not used on our website.
Do we use personal email addresses?	Personal email addresses are not used for any mailing containing personal data.
Do we share data with anyone?	The only data that is shared with a third party is when a volunteer's data is used for Disclosure and Barring Service (DBS) checks which is undertaken by an external specialist company. This is only carried out with the consent of those involved.
Trustee awareness	The trustees have included GDPR on meeting agendas and every effort is being made to familiarise everybody within Care on the regulations and the importance of maintaining confidentiality.
New projects	Any new projects that involve personal data will be subject to impact assessment and require prior authorisation.