

Data Protection Policy



Policy implemented: **Sep 2019**
Last reviewed: **February 2023**
Next review due: **March 2025**

1. Summary

There are a number of “information laws” which set out how organisations may process information about people, including the Data Protection Act 2018 (DPA), Digital Economy Act 2017, and the General Data Protection Regulation (GDPR).

Salutem collects and looks after personal information about the people we support, relatives, staff and other people whom we work with in order to operate and provide our services. Salutem recognises that handling this information with care and confidentially is essential to delivering quality services and to maintaining trust between the organisation and the people whom it serves.

This policy provides a guide to the key elements of the legal framework governing information handling, outlines the responsibilities for managers and staff in relation to data protection and confidential information, and provides guidance for staff on all aspects of information handling.

The main objectives of this policy are:

- To demonstrate the ways in which Salutem ensure that personal data is handled effectively and securely
- To promote best practice in the processing of personal data
- To ensure all staff understand their responsibilities and Salutem’s obligations when handling personal data
- Comply with relevant legislation

2. Document Control

Initial purpose and scope of the new policy/procedure agreed by:	Director of Quality and Governance, (July 2019)
Technical review carried out:	Data Protection Officer, February 2023
Date implemented:	March 2023
Version Number:	4.0
Date of the next review:	March 2025
Department responsible:	Quality and Governance
Job Title of Lead Person:	Data Protection Officer

Box below not relevant for HR Policies

In addition to this policy, local authorities and other commissioners may have their own policies, procedures and guidance which Services must comply with. These policies should complement this policy.

However, there may be additional requirements put in place by local authorities and other commissioners and these must be adhered to. Changes must not be made to SaluTem's policies and procedures without corporate approval but, where needed, local procedures should be developed to accompany these.

EQUALITY AND DIVERSITY STATEMENT

The SaluTem Group is committed to the fair treatment of all in line with the Equality Act 2010. An equality impact assessment has been completed on this policy to ensure that it can be implemented consistently regardless of any such factors and all will be treated with dignity and respect.

3. Contents

1. Summary	1
2. Document Control.....	2
3. Contents	3
4. Definitions.....	4
5. Principles.....	5
6. Areas of Governance.....	13
7. Areas of Responsibility	13
8. Learning and Development.....	13
9. Associated Documents	14
10. Version Control.....	15

This policy must be brought to the attention of all employees.

The controlled version of this policy and its associated documents are available on Blink. Printed or downloaded copies are uncontrolled and may not be up to date.

4. Definitions

Key Language

Personal data	Any information about an identifiable living individual
Special category data	Personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation
Data subject	The subject of the personal data, or the individual to whom it relates
Processing	Any action performed on or using personal data, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction
Fair processing	What a reasonable person should expect an organisation to do with their personal data
Transparent	Concise, intelligible and easily accessible, using clear and plain language, in particular for any information addressed specifically to a child
Purposes	The reason(s) for which personal data are processed, which must be communicated to the data subject where personal data are processed with their consent or in the legitimate interests of the controller
Information governance	All the aspects of management of information within an organisation, including data protection, records management, and security
Records management	The supervision and administration of digital or paper records, including creation, receipt, maintenance, use and disposal
Data subject rights	The rights of the data subject to control aspects of how their personal data is used, and to gain access to the data
Subject access	The right to obtain from the controller confirmation as to whether or not personal data concerning him or her are being processed, and, where that is the case, access to the personal data and information regarding its use
Restriction request	The marking of stored personal data with the aim of limiting their processing in the future
Rectification request	The right to obtain from the controller the rectification of inaccurate personal data concerning him or her or have incomplete information completed
Erasure request	Otherwise known as "the right to be forgotten", the data subject has the right (under certain circumstances) to have personal data concerning them erased
The right to object	The right to object, on grounds relating to his or her particular situation, at any time to processing of their personal data
Data portability	The right to receive personal data concerning him or her, which he or she has provided to a controller, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided
Incidents	Any event of activity which does not comply with information law or documented organisational policies and procedures

Breaches	A breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed
Data controller	The natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data
Joint controller	Where two or more organisations determine the purposes and means of processing personal data, they become joint controllers
Data processor	A natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller
Confidential information	All business or technical information, such as marketing and business plans, databases, specifications, formulations, prototypes, models, specifications, procurement requirements, engineering information, samples, computer software (source and object codes), forecasts, identity of or details about actual or potential customers or projects, techniques, inventions, discoveries, know-how and trade secrets
Legal base	The legal condition the data controller relies upon in order to process personal data
Consent	Any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data
Vital interests	Processing necessary to protect the life, or, in extreme circumstances, the property, of an individual where they are incapable of giving consent to the processing
Legitimate interests	The legitimate interests of an organisation or third party, including processing in their commercial interests, which must be balanced against the interests, rights and freedoms of the data subject
Profiling	Processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyse or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements

5. Principles

Registration

The Digital Economy Act 2017 and GDPR require every data controller in the UK to register with a supervisory authority. In the UK, the supervisory authority is the Information Commissioner's Office (ICO), and the registration must include business contact information, outline the categories of data they hold about people, and what they do with it.

Details of Saludem's registration(s) can be found in the *ICO Registrations* spreadsheet held by the Data Protection Officer.

Data Subject Rights

Transparency

Article 12 of the GDPR states that 'The controller shall take appropriate measures to provide any information... relating to processing to the data subject in a concise, transparent, intelligible and easily accessible form, using clear and plain language... The information shall be provided in writing, or by other means, including, where appropriate, by electronic means. When requested by the data subject, the information may be provided orally, provided that the identity of the data subject is proven by other means.'

Salutem provides transparency information in the manner most appropriate to the purposes for processing the personal data and the individuals for whom such information is intended.

- Service users are provided with transparency information when they enter a service, in accessible form if required, on the Supporting the Person Form
- A printed service user Privacy Notice and other associated printed materials are available at all services, including in accessible form
- Staff are provided with the Staff Privacy Notice upon commencing employment and the Notice is available to them on the intranet thereafter
- Salutem websites have a Privacy Notice & Cookie Policy, as well as Cookie Notice pop-up

All privacy and cookie notices are reviewed annually by the Data Protection Officer and updated where necessary.

Data Subject Rights Requests

Salutem has a process for handling data subject rights requests, whether acting in their capacity as data processor or data controller.

For more information about each type of data subject right, please see the *Definitions* above or *Data Subject Rights Processes*.

Where a staff member is asked to routinely facilitate in some way the provision of information or process for handling data subject rights requests, they will be provided with suitable training by the Data Protection Officer.

Staff must report subject access requests to Data Protection Officer without delay. All requests shall be handled by the Data Protection Officer, in accordance with our *Data Subject Rights Processes*.

Data Sharing

Where Salutem acts as data processor, they may share personal data with sub-contractors to the extent specified in any contractual agreement with the data controller. However, in the majority of cases, Salutem will be the data controller.

Where Salutem is the data controller, they may share data with sub-processors, contractors and third parties in line with the original or a related purpose for processing, with a valid legal base upon which to rely, and where there are appropriate security safeguards in place. More information about secure

systems for data sharing can be found in the *Information Security Policy*. Secure means of sharing data such as encryption, password protection, and/or anonymisation must be applied to all data shared by electronic means unless the data subject (or their Legal Guardian) has consented to insecure means of data sharing. Where this cannot occur for some technical reason, the Data Protection Officer should be consulted and the data sharing activity logged as a risk. Where a person has a reason to be concerned regarding the authenticity of an address, they should check with the data subject before sending. If data has a high sensitivity factor, such as because it relates to mental health or a disciplinary hearing, the address must be checked before sending.

Further information can be found in the Data Sharing Procedure and related Guidance.

Prior to any new data sharing activity, the Data Protection Officer should be consulted. Data sharing must be documented in contracts, through a Data Protection Impact Assessment process, or on the Data Sharing Checklist.

Where a sub-processor is required for a task involving the processing personal data, a contract must be in place prior to the activity taking place. A due diligence check must be conducted in cooperation with information technology staff and the Data Protection Officer.

International Data Transfers

International data transfers include not only the sharing of personal or confidential data with a person or organisation based outside of the European Economic Area (EEA), but also with companies whose servers are based outside of the EEA, organisations who may transfer the data outside of the EEA for their own purposes, and multinational companies who may share that data with, or allow access by, their global branches.

Salutem does not routinely transfer personal data outside of the EEA or to countries besides those which the European Commission has designated as having adequacy status. Should a one-off international data transfer (outside of the EEA and countries with adequacy) be proposed, the Data Protection Officer must be consulted prior to data being shared.

There is an International Transfers Checklist to be consulted and all international transfers shall be documented by the Data Protection Officer, including the appropriate security measures enacted to protect personal data.

Personal data relating to EEA citizens may not be transferred outside of the EEA without appropriate safeguards. The UK has been granted adequacy status by the European Commission and may therefore process data relating to EEA citizens. However, Salutem only processes data relating to UK citizens and aims not to transfer data outside of the UK.

CCTV

Salutem uses CCTV systems at a number of sites for the purposes of the prevention and detection of crime.

Where services and offices utilise CCTV systems to cover a public area, and that CCTV is directed at viewing and/or recording the activities of individuals, we must ensure that its use complies with the requirements of the GDPR and DPA.

For more information, please see CCTV Guidance.

Data Protection by Design

Recital (78) of the GDPR states that:

When developing, designing, selecting and using applications, services and products that are based on the processing of personal data or process personal data to fulfil their task, producers of the products, services and applications should be encouraged to take into account the right to data protection when developing and designing such products, services and applications and, with due regard to the state of the art, to make sure that controllers and processors are able to fulfil their data protection obligations.

In practise, Data Protection by Design is a requirement to embed data protection in all areas of the business where personal data are processed. Salutem ensures we meet this requirement through the Data Protection Impact Assessment (DPIA) Process. The DPIA Process is only applicable where Salutem acts as data controller.

Where a DPIA is to be conducted the Data Protection Officer must be consulted. For more information, see the *DPIA Process* and associated guidance.

Data Protection Impact Assessments

Article 35 of the GDPR states that a Data Protection Impact Assessment is particularly required where:

1. Processing involves in particular the use of new technologies, and taking into account the nature, scope, context and purposes of the processing, is likely to result in a high risk to the rights and freedoms of natural persons
2. A data protection impact assessment referred to in paragraph 1 shall in particular be required in the case of:
 - a. a systematic and extensive evaluation of personal aspects relating to natural persons which is based on automated processing, including profiling, and on which decisions are based that produce legal effects concerning the natural person or similarly significantly affect the natural person;
 - b. processing on a large scale of special categories of data, or of personal data relating to criminal convictions and offences; or
 - c. a systematic monitoring of a publicly accessible area on a large scale.

Where Salutem intends to conduct any activity involving a new technology, special category data, profiling activities, monitoring of a publicly accessible area, or which is likely to result in a risk to the rights

and freedoms of the data subject, they must therefore consult the Data Protection Officer in order to conduct a DPIA. This consultation must take place at the planning stages of any new initiative.

A Data Protection Impact Assessment must consider at least the following aspects of Data Protection by Design, as set out by Article 25 and recital (78) of the GDPR:

- appropriate technical and organisational measures, such as pseudonymisation and data minimisation, which are designed to implement data protection Principles
- security measures to ensure that accessibility of the personal data is limited to authorised persons
- transparency with regard to the functions and processing of personal data
- measures where applicable enabling the data subject to monitor the data processing
- measures enabling the data controller to create and improve security features

For more information, see the Data Protection Impact Assessment Process and Guidance.

Legal Bases

In order for processing to meet the requirements of **Error! Reference source not found.** a), the Data controller must be able to rely on one of the **Error! Reference source not found.** for processing as set out by the GDPR and Data Protection Act. This is a key component of any new or ongoing project, and the Legal base must be identified in the Information Asset Register, as well as in any **Error! Reference source not found.**

If the Processing involves Personal data, the legal base must be selected from those listed in Article 6 of the GDPR; if it involves Special category data, the Legal base must be selected from those listed in Article 9.

Personal Data <i>Article 6</i>	Special Category Data <i>Article 9</i>
Consent	Explicit Consent
The performance of a contract	Employment and social security and social protection law
Compliance with a legal obligation	Vital interests, where the data subject is physically or legally incapable of giving consent
Vital interests	Membership activities of a foundation, association or any other not-for-profit body with a political, philosophical, religious or trade union aim
The performance of a task carried out in the public interest or in the exercise of official authority vested in the controller	Manifestly made public by the Data subject
Legitimate interests	The establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity
	Substantial public interest
	Preventive or occupational medicine
	Public interest in the area of public health

Where the Data controller wishes to rely on legitimate interests for processing, they must consult the Data Protection Officer in order to conduct a Legitimate Interests Assessment. You cannot rely on legitimate interests where the data concerned is special category or the data subject is a child.

The legal bases on which Saludem relies for the processing of personal and special category data are set out in the Article 30 Records, Information Asset Register, and applicable privacy notices.

Even where consent is not the legal basis for processing personal data, Saludem will give individuals as much control as possible over their own data. This includes asking permission to process and share their personal data.

As a social care and education provider, Saludem will take particular care in obtaining consent from the people we support. Saludem makes every effort with younger and more vulnerable service users to assist them in providing fully informed consent.

For more information, see Legal Base Guidance.

Risk Management

Incidents & Breaches

Where a staff member becomes aware of an Incident involving personal data or confidential information, they must immediately report the incident to the Data Protection Officer.

All incidents shall be recorded on the Non-Compliance Register maintained by the Data Protection Officer.

Where an incident involves personal data, the Data Protection Officer shall follow the Incident Management Process and complete an Incident Management Form.

Where an incident rises to the level of a reportable breach, the Data Protection Officer shall follow the Breach Reporting Process.

The Data Protection Officer shall make a quarterly report of all incidents and breaches, for review by senior management.

For more information, see the *Risk Management Policy* and associated procedural documentation.

Risk Assessment

The Data Protection Officer shall conduct an annual information compliance internal risk assessment.

In addition, annual cyber security penetration testing shall be conducted by information technology providers annually. Annual physical and social penetration testing shall be coordinated by the Data Protection Officer and conducted by a reputable and suitably experienced firm.

Criminal Records Data

Salutem processes criminal records data in line with the Safeguarding Vulnerable Groups Act (SVGA) 2006 which requires enhanced DBS background checks to be conducted on all staff who work with children and vulnerable adults.

We may process criminal records data related to service users where it is relevant to their care, in relation to a crime, or necessary for the safety of others.

Access to this information is strictly controlled and limited to management, unless it is required for the safety of individuals that other staff should be made aware.

For more information, please see the Criminal Records Data Guidance.

Children's Data

Salutem processes data about persons under the age of 13 in order to provide them with support and educational services.

For more information, please see the Children's Data Guidance.

Accountability

Article 5(2) of the GDPR states that "The controller shall be responsible for, and be able to demonstrate compliance with, [the Principles]'. This is achieved through the Information Governance Self-Assessment, against which the Data Protection Officer evidences compliance at the end of each compliance year (June – May). The results of this internal audit are shared with senior management and, where appropriate, all staff.

In addition, Salutem is required to complete the NHS Data Security Protection Toolkit.

Article 30 Records

Article 30(1) and (2) states that "Each controller and, where applicable, the controller's representative, shall maintain a record of processing activities under its responsibility", and "Each processor and, where applicable, the processor's representative shall maintain a record of all categories of processing activities carried out on behalf of a controller".

Article 30 records must be maintained in writing and made available to the Information Commissioner's Officer on request.

The Data Protection Officer shall maintain Article 30 Records.

Data Processor Obligations

Where Salutem acts as a data processor, they are bound by certain obligations. These include:

- Assisting the data controller with audits, responding to data subject rights requests, and liaison with the supervisory authority on request; as specified in any Data Protection Addendum of their contract
- Notifying the data controller if they believe that any aspect of processing may breach relevant law
- Providing adequate guarantees to the data controller of their ability to comply with relevant law
- Not acting in any manner contrary to the data controller's instructions when processing personal data
- Notifying the data controller within 24-hours of any breach
- Ensuring adequate contractual protections and data processing assurances from any sub-processors, conducting due diligence checks prior to onboarding, and audits to assure themselves of the sub-processor's ability to comply with relevant law
- Notifying the data controller of the intention to introduce or replace a sub-processor to process personal data, and giving them the opportunity to object
- Notifying the data controller in a timely manner in regards to any data handling complaints and assisting them with their response and investigation
- Providing the data controller with access to facilities or information regarding their data handling processes on request
- Complying with instructions regarding returning or erasing data

Any data controller requests for audit, access, or data protection information should be directed to the Data Protection Officer.

Where Saludem acts as the data processor, individual processes or internal instructions are in place to facilitate compliance with these obligations. Please see *Where We Are the Data Processor Guidance*.

Outsourcing

Where a staff member wishes to appoint a new data processor, or form an ongoing data sharing relationship with a joint controller, due diligence must be conducted and the DPO contacted for advice. A DPIA will need to be considered. In addition, a suitable contract, Terms and Conditions, or data sharing agreement must be in place. For more information on the due diligence process, please see *Managing Data Processor Relationships Guidance* and *DPIA Guidance*.

Data Processor Audit

Routine reviews of an organisation's data processors provide assurance that information is being treated in accordance with GDPR requirements in practise.

Saludem conducts annual audits of 25% of their data processors. For those large data processors, where a personal audit is impossible, Saludem will conduct a due diligence review. For data processors with whom there is a personal relationship with Saludem, an in-person review of the due diligence questionnaire will be conducted and data processors asked to provide appropriate evidence of practise.

6. Areas of Governance

This policy has been written with expert contribution from appropriate stakeholders. The Group Head of Regulation & Compliance will monitor, reflect on and gain organisational learning from the implementation of this policy. This policy will be reviewed and updated two years from implementation unless legal changes demand a more timely amendment.

The application of this policy and its associated documents is mandatory for all services staff, volunteers, agency staff and all other Salutem representatives. Staff understanding of this policy and associated documents will be assured through training, assessment of competency and supervision.

Staff understanding of this policy will be assured through training and the delivery of awareness raising workshops as deemed necessary by the Senior Leadership Team. The people we support will be involved in the review to ensure it captures the important issues for them.

7. Areas of Responsibility

The Data Protection Policy applies to all business areas where Salutem handles personal data, and to all staff.

Data Protection and Confidentiality is a component of information governance and as such this policy and associated procedures form part of Salutem's overall Information Governance Framework.

Further details of individual responsibility by role can be found in the Information Governance Framework document.

8. Learning and Development

Salutem is committed to ensuring that all staff are aware of what is expected of them so that everyone is appropriately supported. Staff should speak to their line manager in relation to their learning needs using supervision and through the appraisal process.

The Education and Awareness Raising Plan sets out how Salutem ensures that all staff receive appropriate data protection training and how awareness raising activities are undertaken to further this training and support engagement with the Information Governance Programme.

9. Associated Documents

The GDPR sets out six data protection Principles, which all organisations processing personal data must follow:

1. Personal data shall be:
 - a. processed lawfully, fairly and in a transparent manner in relation to the data subject ('lawfulness, fairness and transparency');
 - b. collected for specified, explicit and legitimate purpose and not further processed in a manner that is incompatible with those purposes;
 - c. adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation');
 - 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 ('accuracy');
 - 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 ('storage limitation');
 - 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 ('integrity and confidentiality').
2. The controller shall be responsible for, and be able to demonstrate compliance with, paragraph 1 ('Accountability')

This Policy sets out how Saludem will comply with Principles a), b), c) and f) and other requirements of the GDPR, Digital Economy Act and DPA, such as Data Protection by Design and maintaining records under Article 30.

The Records Management Policy sets out particularly how Saludem will comply with Principles d) and e), concerning data minimisation measures, accuracy and integrity of information, and storage limitation. The Information Security Policy contains further information, in particular, for example, more detailed systems security information, which is of relevance when considering how Saludem complies with Principle f) and should be read in conjunction with this Policy.

Additional information regarding Saludem's compliance with these Principles can be found in supplementary policy and procedural documentation, such as the data subject rights processes.

The key documents for the Information Governance Programme are set out in the Information Governance Policy Register.

10. Version Control

This is a controlled document. As a controlled document, any printed copies of this document, or saved onto local or network drives should be actively monitored to ensure the latest version is always available.

Version Number	Date	Status	Changes
V2.0	Aug 2019	Published	New policy
V3.0	March 2021	Published	Updated information regarding processes
V3.1	March 2022	Published	Updated information regarding UK adequacy
V4	February 2023	Published	SLT role

Please see the Equality Impact Statement for all Information Governance Policies.