



2020

Your guide to keeping information safe

What you need to know about data protection



Registered charity number 306016.



Names, addresses, dates of birth...as a Girlguiding member, you might have access to a lot of personal information. But do you realise how important it is to keep it safe?

Data protection legislation has always been strict - but there's been an update to the law which gives us all even more responsibilities.

In May 2018 the General Data Protection Regulation (GDPR) came into force and updated the Data Protection Act. This means the way we work with personal information must be compliant.

We all need to work together at Girlguiding to protect our members' privacy and make sure we stay on the right side of the law.

Personal information is valuable. It can be used to find out where someone lives, works, or goes to school; to impersonate them; or in extreme cases to steal their money or identity.

This means you need to take huge care over it. If you don't, Girlguiding could be fined or prosecuted, and you could have your membership withdrawn.

Here's what you need to know about keeping information safe...

What is personal data?

Personal data is information about people that can be used to identify them. This includes:

- **Name**
- **Phone number**
- **Email address**
- **Twitter handle**
- **Date of birth**
- **Photograph**
- **'Special category data'** - this is particularly sensitive information about things like a person's racial or ethnic origin, their religious or philosophical beliefs, their health and their criminal record.



Golden Rules for keeping information safe

- Keep member information in the Membership System (GO)
- Always keep member information up to date
- Only use personal information to support guiding activities
- Only download or print personal information when absolutely necessary and use the minimum amount of information required
- Destroy / delete personal information as soon as you have finished with it
- Keep downloaded information on a device that is password protected
- Keep printed information in a secure place
- Do not share personal information unless you have the person's consent
- Follow Girlguiding's rules for keeping and sharing information safely
- If you lose any personal information or share it by mistake report it to HQ straight away

For more guidance see girlguiding.org.uk/data-protection

For help or to report lost data call data protection on **020 7834 6242 ext. 3060** or email us at dataprotection@girlguiding.org.uk

Collecting Information

At Girlguiding, we collect members' personal information in three main ways:

- 1 Via paper forms
- 2 Via phone or email
- 3 As photographs and video

It's very important that you deal with each correctly, so there's no risk of breaking the law. Don't worry though - if you stick to our guidance you'll be fine.



1 Collecting Information on paper forms

These include starter forms, activity consent, and health information forms. Always use the official forms on the Girlguiding website as these are designed to comply with the law.

Remember:

- Keep completed forms in a secure place
- Where possible, transfer the information on the form onto GO as soon as you can
- When the form is no longer needed, destroy it (shred it or tear it up so it can't be put back together)

Copies of official forms and further guidance on using them are on the membership section of the Girlguiding website.

See: girlguiding.org.uk/data-protection

2 Collecting information via phone or email

Sometimes you'll need to collect personal information by phone or email - and data protection law still applies.

Remember:

- Make sure no one can overhear you on the phone.
- Always explain who you are and why you're collecting the information.
- Only ask for and record the information you really need.
- Make sure you've collected information accurately.
- Keep any personal information you collect in a secure place
- Transfer the information onto GO as soon as you can

3 Photographs and video

Photos and video are personal information too. That's why we ask for permission to photograph/film girls on their starter forms.

Remember:

- Don't photograph or video anyone who has not given permission

Using information

At Girlguiding, we use members' personal information in four main ways:

- 1 Printing and downloading
- 2 Sharing
- 3 Sending by email
- 4 Sending by post

1 Printing and downloading personal data

Sometimes you may need to download or printout personal information (eg for an activity or trip). Only print or download information you absolutely have to, and before you do think carefully about how you can reduce the risks of losing personal data or sharing it with people you shouldn't.

Remember:

- If you have to print or download data don't include more personal details than you need (eg for an emergency contact list only use first names and contact numbers).
- Keep printouts and electronic devices in a secure place and don't carry them around if you don't need to.
- Make sure all electronic devices are password protected.
- Avoid downloading data onto shared computers or work computers as other people could access the information.
- Delete / destroy the information once you have finished using it, don't use old lists as they quickly become out of date.



2 Stop and think before sharing Information

Data protection legislation doesn't mean you can't share personal information, but you have to do it in the right way.

The following guidelines will help you share information within the law:

- Remember to only share personal information when it's needed to administer a member's participation in guiding activities eg sharing personal details when a member is moving section or relocating. If you need to share data for a different reason you must get the person's consent.

OR

- You can share personal information in an emergency without consent, eg health information with the emergency services in the event of an accident. However, you can't share the same health information with a girl's family member unless that person is recorded on GO as a parental contact.

3 Sharing personal information by email

- If you need to send GO information by email add it in to a password protected attachment.
- If sending email messages for Guiding purposes which include fundraising or marketing content, guidelines on how to do this are on the website.
- If sending emails for Girlguiding purposes, use the BCC field so individual email addresses are protected.

Additional information on our procedures and your privacy rights are on the data protection pages on the Girlguiding website.

See: girlguiding.org.uk/data-protection

4 Sharing data via post

If you are sending sensitive personal data (eg accident forms), use a 'tracked service' such as special delivery.

What to do if data has been lost or stolen

If you think you've lost Girlguiding personal information, it's been stolen, or you've shared information in error, it is a data breach. It is a legal requirement to report a data breach. Data breaches should be reported to HQ immediately, but no longer than 24 hours after the breach has occurred.

But don't worry:
Girlguiding's data protection team is here to help you.



Data lost or stolen?

Don't panic

STEP 1: Report the incident to Girlguiding's data protection team.
Tel: 020 7834 6242 ext. 3060
Email: dataprotection@girlguiding.org.uk

STEP 2: Try to get the data back

For example:
Try to recall the email or send another one asking for the first one sent in error to be deleted.

OR

For example:
If you've lost papers retrace your steps, contact the bus company etc. to see if they've been handed in.

**Got a question?
Need advice?**

**If in doubt ask us,
we are here to help**



More information and guidance is available at girlguiding.org.uk/data-protection

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