

Data Protection Policy

The Data Protection Act 1998 regulates the processing of information relating to living and identifiable individuals. This includes the obtaining, holding, using or disclosing of such information and covers computerized records as well as manual filing systems and card indexes.

Data users must comply with the data protection principles of good practice which underpin the Act. To comply with the law, information must be collected and used fairly, stored safely, and not disclosed to any other person unlawfully.

To do this, Young Voices follows the eight (8) Data Protection Principles outlined in the Act, which are summarized below:

- Personal data will be processed fairly and lawfully;
- Data will only be collected and used for specific purposes;
- Data will be adequate, relevant, and not excessive;
- Data will be accurate and up to date;
- Data will not be held any longer than necessary;
- Data subjects' rights will be respected;
- Data will be kept safe from unauthorised access, accidental loss or damage;
- Data will not be transferred to a country outside the European Economic Area, unless that country has equivalent levels of protection for personal data.

The principles apply to 'personal data' which is information held on computer or in manual filing systems from which they are identifiable. Young Voices employees who process or use any personal information in the course of their duties will ensure that these principles are followed at all times.

The following procedures have been developed in order to ensure that Young Voices meets its responsibilities in terms of data protection. For the purposes of these procedures - data collected, stored, and used by Young Voices falls into two (2) broad categories:

- **Internal Data Records:** Employees, contractors, and suppliers;
- **External Data Records:** Schools and their primary contacts, workshop participants, and guest shoppers.

Young Voices, as a body, is a data controller under the Act and the Management Team is ultimately responsible for the Policy's implementation.

Internal Data Records

Young Voices obtains personal data (names, addresses, phone numbers, email addresses), application forms, references, and in some cases other documents from all employees, contractors, and suppliers. This data is stored and processed for the following purposes:

- Recruitment;
- Equal Opportunity Monitoring;
- To distribute relevant organizational material;
- Emergency/Next of Kin Contact Details;
- Payroll.

The contact details of Young Voices employees, contractors, and suppliers will only be made available to other Young Voices employees, contractors, and suppliers. Any other information supplied on application will be kept in a secure filing cabinet and is not accessed during the day to day running of the organization. Contact details of employees, contractors, and suppliers will not be passed on to anyone outside the organization without their explicit consent.

A copy of employee's emergency contact details will be kept in the Emergency File for health and safety purposes to be used in emergency situations. For example: fire/bomb evacuations.

Storage

Personal data is kept in paper-based systems and on a password-protected computer system. Every effort is made to ensure that paper-based data are stored in organized and secure systems.

Personal data will also be stored for seven (7) years after an employee has worked for Young Voices and brief details will be stored for longer for compliance with HMRC regulations. Unless Young Voices is specifically asked by an individual to destroy their details, they will normally be kept on file for future reference. The Director of Operations has the responsibility for destroying personnel files.

External Data Records

Young Voices collects personal data from schools and their primary contacts, workshop participants, and guest shoppers. This data is obtained, stored and processed solely to assist Young Voices employees in the efficient running of day to day activities and in order to provide services. All personal data collected for external records are stored on Young Voices' database (NetSuite).

We may collect the following information:

- name and job title;
- contact information including email address;
- demographic information such as postcode, preferences and interests;
- other information relevant to customer surveys and/or offers.

Only Young Voices' employees will have day to day access to personal data. All employees are made aware of the Data Protection Policy and their obligation not to disclose personal data to anyone who is not supposed to have it.

Consent

Personal data is collected over the phone and using other methods such as email. During this initial contact, the data owner is given an explanation of how this information will be used. Written consent is not requested as it is assumed that the consent has been granted when an individual freely gives their own details.

We require this information to register our customers on our database. We also use it to understand your needs and provide you with a better service, in particular:

- Internal record keeping;
- To improve our products and services;
- To send promotional emails about new products, special offers or other information;
- For market research purposes (email, phone, fax, or mail);
- To customise the website according to interests.

If personal data held on Young Voices' database is requested by groups/individuals outside of the organization, individuals will be made aware and their verbal or written consent will be required.

Schools/individuals may choose to restrict the collection or use of their personal information in the following ways:

- When using online forms, offer a box to click to indicate that the following information is not to be used for direct marketing purposes;
- If they have previously agreed to Young Voices using their personal information for direct marketing purposes, they may change their mind at any time by writing to or emailing Young Voices at contact@youngvoices.co.uk.

Storage

Personal data is kept in paper-based systems and on a password-protected computer system. Every effort is made to ensure that paper-based data are stored in organized and secure systems.

Personal data will be stored for as long as the data owner uses the service of Young Voices. Where a school/individual ceases to use the services and it is not deemed appropriate to keep their records, their records will be destroyed. However, unless Young Voices is specifically asked by a school/individual to destroy their details, records will normally be kept on file for future reference.

If a request is received from a school/individual to destroy their records, their details will be removed from the database and all Young Voices employees holding paper details for the school/individual will destroy them. The Director of Operations has the responsibility for destroying external files.

Links to Other Websites

Young Voices' website may contain links to other websites of interest. We do not have any control over those other websites. Therefore, we cannot be responsible for the protection and privacy of any information provided whilst visiting those sites.