

# LEARNING

## Data protection policy

### Context and overview

#### Introduction

Learning2 needs to gather and use certain information about individuals.

These can include customers, conference attendees, suppliers, business contacts, employees and other people the organisation has a relationship with or may need to contact.

This policy describes how this personal data must be collected, handled and stored to meet the company's data protection standards – and to comply with the law.

#### Why this policy exists

This data protection policy ensures Learning2:

- Complies with data protection law and follow good practice
- Protects the rights of staff, customers and partners
- Is open about how it stores and processes individuals' data
- Protects itself from the risks of a data breach

#### Data protection law

The EU General Data Protection Regulation (GDPR) describes how organisations – including Learning2 – must collect, handle and store personal information.

These rules apply regardless of whether data is stored electronically, on paper or on other materials.

To comply with the regulation, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

# People, risks and responsibilities

## Policy scope

This policy applies to:

- The Learning2 Board
- All staff and volunteers of Learning2
- All contractors, suppliers and other people working on behalf of Learning2

It applies to all data that the company holds relating to identifiable individuals, even if that information technically falls outside of the EU. This can include:

- Names of individuals
- Postal addresses
- Email addresses
- Telephone numbers
- ...plus any other information relating to individuals

## Data protection risks

This policy helps to protect Learning2 from some very real data security risks, including:

- **Breaches of confidentiality.** For instance, information being given out inappropriately.
- **Failing to offer choice.** For instance, all individuals should be free to choose how the company uses data relating to them.
- **Reputational damage.** For instance, the company could suffer if hackers successfully gained access to sensitive data.

## Responsibilities

Everyone who works for or with Learning2 has some responsibility for ensuring data is collected, stored and handled appropriately.

Each team that handles personal data must ensure that it is handled and processed in line with this policy and data protection principles.

However, these people have key areas of responsibility:

- The **board of directors** is ultimately responsible for ensuring that Learning2 meets its legal obligations.
- The **Executive Director [Annette Arbenz]**, is responsible for:
  - o Keeping the board updated about data protection responsibilities, risks and issues.

- o Reviewing all data protection procedures and related policies, in line with an agreed schedule.
  - o Arranging data protection training and advice for the people covered by this policy.
  - o Handling data protection questions from staff and anyone else covered by this policy.
  - o Dealing with requests from individuals to see the data Learning2 holds about them (also called 'subject access requests').
  - o Checking and approving any contracts or agreements with third parties that may handle the company's sensitive data.
- The **Director of Technology, [Stephen Reiach]**, is responsible for:
    - o Ensuring all systems, services and equipment used for storing data meet acceptable security standards.
    - o Performing regular checks and scans to ensure security hardware and software is functioning properly.
    - o Evaluating any third-party services the company is considering using to store or process data. For instance, cloud computing services.
  - The Global **Marketing Lead, [Tricia Friedman]**, is responsible for:
    - o Approving any data protection statements attached to communications such as emails and letters.
    - o Addressing any data protection queries from journalists or media outlets like newspapers.
    - o Where necessary, working with other staff to ensure marketing initiatives abide by data protection principles.

## General staff guidelines

- The only people able to access data covered by this policy should be those who **need it for their work**.
- Data **should not be shared informally**. When access to confidential information is required, employees can request it from their line managers.
- **Learning2 will provide training** to all employees to help them understand their responsibilities when handling data.
- Employees should keep all data secure, by taking sensible precautions and following the guidelines below.
- In particular, **strong passwords must be used** and they should never be shared.
- Personal data **should not be disclosed** to unauthorised people, either within the company or externally.
- Data should be **regularly reviewed and updated** if it is found to be out of date. If no longer required, it should be deleted and disposed of.
- Employees and volunteers **should request help** from the leadership team if they are unsure about any aspect of data protection.

## Data storage

These rules describe how and where data should be safely stored. Questions about storing data safely can be directed to the Technology Lead.

When data is **stored on paper**, it should be kept in a secure place where unauthorised people cannot see it.

These guidelines also apply to data that is usually stored electronically but has been printed out for some reason:

- When not required, the paper or files should be kept **in a locked drawer or filing cabinet**.
- Employees should make sure paper and printouts are **not left where unauthorised people could see them**, like on a printer.
- **Data printouts should be shredded** and disposed of securely when no longer required.

When data is **stored electronically**, it must be protected from unauthorised access, accidental deletion and malicious hacking attempts:

- Data should be **protected by strong passwords** that are changed yearly and never shared with people outside Learning2 or in a way that provides access to people to whose position does not make it warranted
- If data is **stored on removable media** (like a USB or external drive), these should be kept locked away securely when not being used.
- Data should **never be saved indefinitely** to laptops or other mobile devices like tablets or smart phones.

## Data use

Personal data is of no value to Learning2 unless the business can make use of it. However, it is when personal data is accessed and used that it can be at the greatest risk of loss, corruption or theft:

- When working with personal data, employees should ensure **the screens of their computers are always locked** when left unattended.
- Personal data **should not be shared informally**. In particular, it should never be sent by email, as this form of communication is not secure.
- Data must be **encrypted before being transferred electronically**. The IT manager can explain how to send data to authorised external contacts.
- Employees **should not save copies of personal data to their own computers**. Always access and update the central copy of any data.

## Data accuracy

The law requires Learning2 to take reasonable steps to ensure data is kept accurate and up to date.

The more important it is that the personal data is accurate, the greater the effort Learning2 should put into ensuring its accuracy.

It is the responsibility of all employees who work with data to take reasonable steps to ensure it is kept as accurate and up to date as possible.

- Data will be held in **as few places as necessary**. Staff should not create any unnecessary additional data sets.
- Staff should **take every opportunity to ensure data is updated**.
- Learning2 will make it **easy for data subjects to update the information** Learning2 holds about them. For instance, via the website.

- Data should be **updated as inaccuracies are discovered**. For instance, if a customer can no longer be reached on their stored email, it should be removed from the database.

## Subject access requests

All individuals who are the subject of personal data held by Learning2 are entitled to:

- Ask **what information** the company holds about them and why.
- Ask **how to gain access** to it.
- Be informed **how to keep it up to date**.
- Be informed how the company is **meeting its data protection obligations**.

If an individual contacts the company requesting this information, this is called a subject access request.

Subject access requests from individuals should be made by email, addressed to the Executive Director [Annette Arbenz]. The data controller can supply a standard request form, although individuals do not have to use this.

Learning2 will aim to provide the relevant data within 14 days.

Learning2 will always verify the identity of anyone making a subject access request before handing over any information.

## Disclosing data for other reasons

In certain circumstances, Learning2 allows personal data to be disclosed to law enforcement agencies without the consent of the data subject.

Under these circumstances, Learning2 will disclose requested data. However, the data controller will ensure the request is legitimate, seeking assistance from the board and from the company's legal advisers where necessary.