



Data Protection Policy

1. Introduction

Richmond Music Trust collects and uses certain types of information about Individuals and Service Users with whom it comes into contact including clients, employees, volunteers and others. Personal information must be collected and dealt with appropriately whether it is collected on paper, stored on a computer database, or recorded on other material and there are safeguards to ensure this under the General Data Protection Regulations (GDPR, May 2018)

2. Data Controller

Richmond Music Trust is the Data Controller which means that it determines for what purposes the personal information is held and used. As a non-profit making organisation, it is not necessary for RMT to register with the Information Commissioner's Office (ICO).

3. Principles

Richmond Music Trust regards the lawful and correct treatment of personal information as very important to successful working, and to maintaining the confidence of those with whom we deal.

Richmond Music Trust intends to ensure that personal information is treated lawfully and correctly.

To this end, Richmond Music Trust will adhere to the Principles of Data Protection (GDPR 2018)

The six principles of data protection in GDPR are that data must be treated in a way that is:

1. Lawful, fair and transparent

There has to be legitimate grounds for collecting the data and it must not have a negative effect on the person or be used in a way they wouldn't expect.

2. Limited for its purpose

Data should be collected for specified and explicit purposes and not used in a way someone wouldn't expect.

3. Adequate and necessary

It must be clear why the data is being collected and what will be done with it. Unnecessary data or information without any purpose should not be collected.

4. Accurate

Reasonable steps must be taken to keep the information up to date and to change it if it is inaccurate.

5. Not kept longer than needed

Data should not be kept for longer than is needed, and it must be properly destroyed or deleted when it is no longer used or goes out of date.

6. Integrity and Confidentiality

Data should be processed in a way that ensures appropriate security, including protection against unauthorised or unlawful processing, loss, damage or destruction, and kept safe and secure.

Application of the Principles

Richmond Music Trust will, through appropriate management and strict application of criteria and controls:

- Observe fully conditions regarding the fair collection and use of information
- Meet its legal obligations to specify the purposes for which information is used
- Collect and process appropriate information, and only to the extent that it is needed to fulfill its operational needs or to comply with any legal requirements

- Ensure the quality of information used
- Ensure that the rights of people about whom information is held, can be fully exercised under the Act. These include:
 - The right to be informed that processing is being undertaken
 - The right of access to one's personal information
 - The right to prevent processing in certain circumstances and
 - The right to correct, rectify, block or erase information which is regarded as wrong information
- Take appropriate technical and organisational security measures to safeguard personal information
- Ensure that personal information is not transferred abroad without suitable safeguards
- Treat people justly and fairly whatever their age, religion, disability, gender, sexual orientation or ethnicity when dealing with requests for information
- Set out clear procedures for responding to requests for information

4. Data collection

Informed consent is when

- An Individual/Service User clearly understands why their information is needed, who it will be shared with, the possible consequences of them agreeing or refusing the proposed use of the data
- And then gives their consent.

Richmond Music Trust will ensure that data is collected within the boundaries defined in this policy. This applies to data that is collected in person, or by completing a form.

When collecting data, Richmond Music Trust will ensure that the Individual/Service User:

- a) Clearly understands why the information is needed
- b) Understands what it will be used for and what the consequences are should the Individual/Service User decide not to give consent to processing
- c) As far as reasonably possible, grants explicit consent, either written or verbal, for data to be processed
- d) Is, as far as reasonably practicable, competent enough to give consent and has given so freely without any duress
- e) Has received sufficient information on why their data is needed and how it will be used

5. Data Storage

Information and records relating to service users will be stored securely and will only be accessible to authorised staff and volunteers.

Information will be stored only for as long as it is needed or required by statute and will be disposed of appropriately.

It is Richmond Music Trust's responsibility to ensure all personal and company data is non-recoverable from any computer system previously used within the organisation, which has been passed on/sold to a third party.

6. Disclosure

Richmond Music Trust may share data with other agencies such as the Local Authority, funding bodies and other voluntary agencies.

The Individual/Service User will be made aware in most circumstances how and with whom their information will be shared. There are circumstances where the law allows Richmond Music Trust to disclose data (including sensitive data) without the data subject's consent.

These are:

- a) Carrying out a legal duty or as authorised by the Secretary of State
- b) Protecting vital interests of an Individual/Service User or other person
- c) The Individual/Service User has already made the information public
- d) Conducting any legal proceedings, obtaining legal advice or defending any legal rights
- e) Monitoring for equal opportunities purposes – i.e. race, disability or religion
- f) Providing a confidential service where the Individual/Service User's consent cannot be obtained or where it is reasonable to proceed without consent: e.g. where we would wish to avoid forcing stressed or ill Individuals/Service Users to provide consent signatures.

7. Data access and accuracy

All Individuals/Service Users have the right to access the information Richmond Music Trust holds about them. Richmond Music Trust will also take reasonable steps ensure that this information is kept up to date by asking data subjects whether there have been any changes. In addition, Richmond Music Trust will ensure that:

- It has a Data Protection Officer with specific responsibility for ensuring compliance with Data Protection
- Everyone processing personal information understands that they are contractually responsible for following good data protection practice
- Everyone processing personal information is appropriately trained to do so
- Everyone processing personal information is appropriately supervised
- Anybody wanting to make enquiries about handling personal information knows what to do
- It deals promptly and courteously with any enquiries about handling personal information
- It describes clearly how it handles personal information
- It will regularly review and audit the ways it holds, manages and uses personal information
- It regularly assesses and evaluates its methods and performance in relation to handling personal information
- All staff are aware that a breach of the rules and procedures identified in this policy may lead to disciplinary action being taken against them
- This policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the General Data Protection Regulations (GDPR 2018)

In case of any queries or concerns in relation to this policy please contact the Richmond Music Trust Data Protection Officer: Caroline Peirson (Chief Executive)

More serious complaints about the above procedures should be made in writing to the Chair of the Trustees in accordance with the RMT's complaint procedure. Complaints about data protection which are not appropriate to be dealt with through the RMT complaints procedure can be dealt with by the Information Commissioner: <https://ico.org.uk/concerns/>