**Cook4care Data Protection Policy**

This Policy sets out the obligations of Cook4care regarding data protection and the rights of the young carers and their families, Volunteers, Supporters, Suppliers, Donors, Staff and Trustees/Company Secretary) (“data subjects”) in respect of their personal data under the General Data Protection Regulation (“the Regulation”).

The Regulation defines “personal data” as any information relating to an identified or identifiable natural person (a data subject); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

This Policy sets out the procedures that are to be followed when dealing with personal data. The procedures and principles set out herein must be followed at all times by Cook4care, its volunteers, or other parties engaged on behalf of Cook4care.

Cook4care is committed not only to the letter of the law, but also to the spirit of the law and places high importance on the correct, lawful, and fair handling of all personal data, respecting the legal rights, privacy, and trust of all individuals with whom it deals.

PLEASE NOTE that this Policy is likely to be updated from time to time and so you should please access the current version on Cook4care’s website www.cook4care.com.

2. **The Data Protection Principles**

This Policy aims to ensure compliance with the Regulation. The Regulation sets out the following principles with which any party handling personal data must comply. All personal data must be:

a)  processed lawfully, fairly, and in a transparent manner in relation to the data subject;

b)  collected for specified, explicit, and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;

c)  adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed;

d)  accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that is inaccurate, having regard to the purposes for which they are processed, is erased or rectified without delay;

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 is processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the Regulation in order to safeguard the rights and freedoms of the data subject;

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.

3. **Lawful, Fair, and Transparent Data Processing**

3.1 The Regulation seeks to ensure that personal data is processed lawfully, fairly, and transparently, without adversely affecting the rights of the data subject. The Regulation states that processing of personal data shall be lawful if at least one of the following applies:

a)  the data subject has given consent (“Consent”) to the processing of his or her personal data for one or more specific purposes;

b)  processing is necessary for the performance of a contract (“Contract”) to which the data subject is a party or in order to take steps at the request of the data subject prior to entering into a contract;

c)  processing is necessary for compliance with a legal obligation (“Legal Obligation”) to which the controller is subject;

d)  processing is necessary to protect the vital interests of the data subject or of another natural person;

e)  processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

f)  processing is necessary for the purposes of the legitimate interests (“Legitimate Interest”) pursued by the controller or by a third party, except where such interests are overridden by the fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.

3.2 Some types of personal data (called “Special Category”) are more sensitive, such as that regarding health and sexual orientation. With that data, the processing has to have at least one of the six lawful bases set out at clause 3.1 above which, as regards the Special Category data to be provided to Cook4care, is Consent. The data subject must have given explicit consent to the processing of that data.

4. **Processed for Specified, Explicit and Legitimate Purposes**

4.1 Cook4care collects and processes the personal data set out in Part 18 of this Policy. This may include personal data received directly from data subjects for example:

(a)  Cook4care has both a Legitimate Interest (so to be able to maintain contact) and a Lawful Obligation (by example, Health & Safety and Safeguarding) in the provision of young carers and their families (and if, under 18, that of their parent or guardian) of their contact details and needs their Consent as to the processing of any relevant food related data such as allergies or preferences.

(b)  With a Volunteer, Cook4care has both a Legitimate Interest (so to be able to maintain contact) and a Lawful Obligation (by example, Health & Safety and Safeguarding) as to the provision and processing of their contact details and will need their Consent as to the processing of their health data.

(c)  Cook4care has (i) a Legitimate Interest (so to be able to maintain contact) (ii) a Lawful Obligation (by example, HMRC) and (iii) in some instances a Contract as to the provision and processing of the contact details for Cook4care’s Donors and Trustees.

4.2 Cook4care only processes personal data for the specific purposes set out in Part 18 of this Policy (or for other purposes expressly permitted by the Regulation). The purposes for which Cook4care processes personal data will be informed to data subjects at the time that their personal data is collected, where it is collected directly from them, within a reasonable period (being not more than one calendar month) after collection where it is obtained from a third party.

1. **Adequate, Relevant and Limited Data Processing**

5.1  Cook4care will only collect and process personal data for and to the extent necessary for the specific purpose(s) informed to data subjects as under Part 4 above and which includes the specific purposes set out in Part 18.

5.2  Cook4care may pass personal data to third parties (such as a volunteer delivering food) to enable them to provide services associated with the activities of Cook4care. In such circumstances, Cook4care will only disclose the personal data that is necessary for the provision of that service and will have a contract with that provider whereby it is to keep that data secure with it not being allowed to use it for any other purpose, such as marketing.

1. **Accuracy of Data and Keeping Data Up To Date**Cook4care shall ensure that all personal data collected and processed is kept accurate and up-to-date. The accuracy of data shall be checked when it is collected and at appropriate intervals thereafter. Where any inaccurate or out-of-date data is found, all reasonable steps will be taken without delay to amend or erase that data, as appropriate.
2. **Timely Processing**

Cook4care shall not keep personal data for any longer than is necessary in light of the purposes for which that data was originally collected and processed. When the data is no longer required, all reasonable steps will be taken to erase it without delay.

1. **Secure Processing**

Cook4care shall ensure that all personal data collected and processed is kept secure and protected against unauthorised or unlawful processing and against accidental loss, destruction or damage. Further details of the data protection and organisational measures which shall be taken are provided in Parts 19 and 20 of this Policy.

9. **Accountability**

9.1  Cook4care’s Data Protection Lead is Davina Davie, [cook4care@gmail.com](mailto:cook4care@gmail.com) 07753 708690.

9.2  Cook4care shall keep written internal records of all personal data collection, holding, and processing, which shall incorporate the following information:

a)  The name and details of Cook4care, its Data Protection Lead, and any applicable third-party data controllers;

b)  The purposes for which Cook4care processes personal data;

c)  Details of the categories of personal data collected, held, and processed by Cook4care; and the categories of data subject to which that personal data relates;

d)  Details (and categories) of any third parties that will receive personal data from Cook4care;

e)  Details of any transfers of personal data to non-EEA countries including all mechanisms and security safeguards;

f)  Details of how long personal data will be retained by Cook4care; and

g)  Detailed descriptions of all technical and organisational measures taken by Cook4care to ensure the security of personal data.

1. **Privacy Impact Assessments**

Cook4care shall carry out Privacy Impact Assessments when and as required under the Regulation. Privacy Impact Assessments shall be overseen by Cook4care’s Data Protection Lead and shall address the following areas of importance:

10.1  The purpose(s) for which personal data is being processed and the processing operations to be carried out on that data;

10.2  Details of the legitimate interests being pursued by Cook4care;

10.3  An assessment of the necessity and proportionality of the data processing with respect to the purpose(s) for which it is being processed;

10.4  An assessment of the risks posed to individual data subjects; and

10.5  Details of the measures in place to minimise and handle risks including safeguards, data security, and other measures and mechanisms to ensure the protection of personal data, sufficient to demonstrate compliance with the Regulation.

11. **The Rights of Data subjects**

The Regulation sets out the following rights applicable to data subjects:

a)  The right to be informed;

b)  The right of access;

c)  The right to rectification;

d)  The right to erasure (also known as the ‘right to be forgotten’);

e)  The right to restrict processing;

f)  The right to data portability;

g)  The right to object;

h)  Rights with respect to automated decision-making and profiling.

12. **Keeping Data Subjects Informed**

12.1 Cook4care shall ensure that the following information is provided to every data subject when personal data is collected:

a)  Details of Cook4care including, but not limited to, the identity of Davina Davie , its Data Protection Lead;

b)  The purpose(s) for which the personal data is being collected and will be processed (as detailed in Part 21 of this Policy) and the legal basis justifying that collection and processing;

c)  Where applicable, the legitimate interests upon which Cook4care is justifying its collection and processing of the personal data;

d)  Where the personal data is not obtained directly from the data subject, the categories of personal data collected and processed;

e)  Where the personal data is to be transferred to one or more third parties, details of those parties;

f)  Details of the length of time the personal data will be held by Cook4care (or, where there is no predetermined period, details of how that length of time will be determined);

g)  Details of the data subject’s rights under the Regulation;

h)  Details of the data subject’s right to complain to the Information Commissioner’s Office (the ‘supervisory authority’ under the Regulation);

i)  Where applicable, details of any legal or contractual requirement or obligation necessitating the collection and processing of the personal data and details of any consequences of failing to provide it;

12.2 The information set out above in Part 12.1 shall be provided to the data subject at the following applicable time:

12.2.1  Where the personal data is obtained from the data subject directly, at the time of collection;

12.2.2  Where the personal data is not obtained from the data subject directly (i.e. from another party):

a)  If the personal data is used to communicate with the data subject, at the time of the first communication; or

b)  If the personal data is to be disclosed to another party, before the personal data is disclosed; or

c)  In any event, not more than one month after the time at which the Trust obtains the personal data.

1. **Data Subject Access**

13.1  A data subject may make a subject access request (“SAR”) at any time to find out more about the personal data which Cook4care holds about them. Cook4care is normally required to respond to SARs within one month of receipt (this can be extended by up to two months in the case of complex and/or numerous requests, and in such cases the data subject shall be informed of the need for the extension).

13.2  All subject access requests received must be forwarded to Davina Davie, theCook4care’s Data Protection Lead cook4care@gmail.com

13.3  Cook4care does not charge a fee for the handling of normal SARs. Cook4care reserves the right to charge reasonable fees for additional copies of information that has already been supplied to a data subject, and for requests that are manifestly unfounded or excessive, particularly where such requests are repetitive.

1. **Rectification of Personal Data**

14.1 If a data subject informs Cook4care that personal data held by Cook4care is inaccurate or incomplete, requesting that it be rectified, the personal data in question shall be rectified, and the data subject informed of that rectification, within one month of receipt the data subject’s notice (this can be extended by up to two months in the case of complex requests, and in such cases the data subject shall be informed of the need for the extension).

14.2 In the event that any affected personal data has been disclosed to third parties, those parties shall be informed of any rectification of that personal data.

15. **Erasure of Personal Data**

15.1 Data subjects may request that Cook4care erases the personal data it holds about them in the following circumstances:

a)  It is no longer necessary for Cook4care to hold that personal data with respect to the purpose for which it was originally collected or processed;

b)  The personal data has been processed unlawfully;

c)  The personal data needs to be erased in order for Cook4care to comply with a particular legal obligation**.**

15.2  Unless Cook4care has reasonable grounds to refuse to erase personal data, all requests for erasure shall be complied with, and the data subject informed of the erasure, within one month of receipt of the data subject’s request (this can be extended by up to two months in the case of complex requests, and in such cases the data subject shall be informed of the need for the extension).

15.3  In the event that any personal data that is to be erased in response to a data subject request has been disclosed to third parties, those parties shall be informed of the erasure (unless it is impossible or would require disproportionate effort to do so).

16. **Restriction of Personal Data Processing**

16.1  Subject to clause 17.2 below, data subjects may request that Cook4care ceases processing the personal data it holds about them. If a data subject makes such a request, Cook4care shall retain only the amount of personal data pertaining to that data subject that is necessary to ensure that no further processing of their personal data takes place.

16.2  In the event that any affected personal data has been disclosed to third parties, those parties shall be informed of the applicable restrictions on processing it (unless it is impossible or would require disproportionate effort to do so).

17. **Objections to Personal Data Processing**

17.1 Data subjects have the right to object to Cook4care processing their personal data based on legitimate interests (including profiling), direct marketing (including profiling), and processing for scientific and/or historical research and statistics purposes.

17.2  Where a data subject objects to Cook4care processing their personal data based on its legitimate interests, Cook4care shall cease such processing forthwith, unless it can be demonstrated that Cook4care’s legitimate grounds for such processing override the data subject’s interests, rights and freedoms; or the processing is necessary for the conduct of legal claims.

17.3  Where a data subject objects to Cook4care processing their personal data for direct marketing purposes, Cook4care shall cease such processing forthwith.

17.4  Where a data subject objects to Cook4care processing their personal data for scientific and/or historical research and statistics purposes, the data subject must, under the Regulation, ‘demonstrate grounds relating to his or her particular situation’. Cook4care is not required to comply if the research is necessary for the performance of a task carried out for reasons of public interest.

1. **Personal Data**

The following personal data may be collected, held, and processed by Cook4care:

* + 1. Personal information on Volunteers to undertake Disclosure and Barring Service (DBS) checks and Food Hygiene certifications.
    2. Personal contact information of Volunteers and Trustees to aid the smooth running of Cook4care.
    3. Personal contact information for young carers and their families to ensure the efficient delivery of our service.
    4. Specific information on food allergies and preferences of young carers and their families to ensure that all food supplied is safe and appropriate.
    5. Other information in the pursuit of Cook4care’s charitable aims.

1. **Data Protection Measures**

Cook4care shall ensure that all its volunteers, trustees and other parties engaged on its behalf comply with the following when engaged with personal data:

a)  Where any personal data is to be erased or otherwise disposed of for any reason (including where copies have been made and are no longer needed), it should, in the absence of solid state drives, be securely deleted and disposed of. Hard disk drives and all hardcopies should be destroyed or shredded, and electronic copies should be deleted securely;

b)  Personal data may be transmitted over secure networks only (such as by way of an email sent from and to Cook4care’s email address); transmission over unsecured networks is not permitted in any circumstances;

c)  Personal data may not be transmitted over a wireless network if there is a wired alternative that is reasonably practicable;

d)  Where personal data is to be transferred in hardcopy form it should be passed directly to the recipient or sent using Royal Mail;

e)  No personal data may be shared informally and if a volunteer , trustee or other party engaged on behalf of Cook4care requires access to any personal data that they do not already have access to, such access should be formally requested from Davina Davie: cook4care@gmail.com.

f)  All hardcopies of personal data, along with any electronic copies stored on physical, removable media should be stored securely in a locked box, drawer, cabinet or similar;

g)  No personal data may be transferred to any volunteers, trustees, or other parties, whether such parties are engaged on behalf of Cook4care or not, without the authorisation of Davina Davie: cook4care@gmail.com;

h)  Personal data must be handled with care at all times and should not be left unattended or on view to unauthorised volunteers, trustees or other parties at any time;

i)  If personal data is being viewed on a computer screen and the computer in question is to be left unattended for any period of time, the user must lock the computer and screen before leaving it;

j)  No personal data should be stored on any mobile device (including, but not limited to, laptops, tablets and smartphones), whether such device belongs to Cook4care or otherwise without the formal written approval of Davina Davie Cook4care@gmail.com and, in the event of such approval, strictly in accordance with all instructions and limitations described at the time the approval is given, and for no longer than is absolutely necessary;

k)  No personal data should be transferred to any device personally belonging to a volunteer. Personal data may only be transferred to devices belonging to volunteers, trustees or other parties engaged on behalf of Cook4care where the party in question has agreed to comply fully with the letter and spirit of this Policy and of the Regulation (which may include demonstrating to Cook4care that all suitable technical and organisational measures have been taken);

l)  All personal data stored electronically should be backed up on Cook4care servers with backups stored onsite;

m)  All electronic copies of personal data should be stored securely using passwords;

n)  All passwords used to protect personal data should be changed every 90 days unless two-factor authentication is in place.”;

o)  Under no circumstances should any passwords be written down. The sharing of passwords with volunteers, trustees or other parties engaged on behalf of Cook4care is prohibited.

1. **Organisational Measures**

Cook4care shall ensure that the following measures are taken with respect to the collection, holding, and processing of personal data:

a)  All volunteers, trustees, or other parties engaged on behalf of Cook4care shall be made fully aware of both their individual responsibilities and Cook4care’s responsibilities under the Regulation and under this Policy by way of links being provided to both;

b)  Only volunteers, trustees, or other parties engaged on behalf of Cook4care that need access to, and use of, personal data in order to carry out their assigned duties correctly shall have access to personal data held by Cook4care;

c)  All volunteers, trustees or other parties engaged on behalf of Cook4care handling personal data will be appropriately trained to do so;

d)  All volunteers, trustees or other parties engaged on behalf of Cook4care handling personal data will be appropriately supervised;

e)  Methods of collecting, holding and processing personal data shall be regularly evaluated and reviewed;

f)  The performance of those volunteers, trustees or other parties engaged on behalf of Cook4care handling personal data shall be regularly evaluated and reviewed;

g)  All volunteers, trustees or other parties engaged on behalf of Cook4care handling personal data will be bound to do so in accordance with the principles of the Regulation and this Policy by contract;

i)  Where any volunteer, trustee or other party engaged on behalf of Cook4care handling personal data fails in their obligations under this Policy that party shall indemnify and hold harmless Cook4care against any costs, liability, damages, loss, claims or proceedings which may arise out of that failure.

1. **Data Breach Notification**

21.1  All personal data breaches must be reported immediately to Cook4care’s Data Protection Lead.

21.2  If a personal data breach occurs and that breach is likely to result in a risk to the rights and freedoms of data subjects (e.g. financial loss, breach of confidentiality, discrimination, reputational damage, or other significant social or economic damage), the Data Protection Lead must ensure that the Information Commissioner’s Office is informed of the breach without delay, and in any event, within 72 hours after having become aware of it.

21.3  In the event that a personal data breach is likely to result in a high risk (that is, a higher risk than that described under Part 22.2) to the rights and freedoms of data subjects, the Data Protection Lead must ensure that all affected data subjects are informed of the breach directly and without undue delay.

21.4 Data breach notifications shall include the following information:

a)  The categories and approximate number of data subjects concerned;

b)  The categories and approximate number of personal data records concerned;

c)  The name and contact details of Cook4care’s Data Protection Lead (or other contact point where more information can be obtained);

d)  The likely consequences of the breach;

e)  Details of the measures taken, or proposed to be taken, by Cook4care to address the breach including, where appropriate, measures to mitigate its possible adverse effects.

22. **Implementation of Policy**

This Policy shall be deemed effective as of 1st September 2020. No part of this Policy shall have retroactive effect and shall thus apply only to matters occurring on or after this date.

This Policy has been approved and authorised by the Trustees of Cook4care

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