



**Dudley Federation of Tenants & Residents Associations**

**The Ground Floor Complex, Booth Court, Lower Derry Street, Brierley Hill, Dudley, DY5 2SJ**

**Tel: 01384 868010 -- Website: [www.dftra.org.uk](http://www.dftra.org.uk) -- E-mail: [info@dftra.org.uk](mailto:info@dftra.org.uk)**

**-- [www.twitter.com/DudleyFed](https://www.twitter.com/DudleyFed) -- [www.facebook.com/dudleyfed](https://www.facebook.com/dudleyfed) --**

## **Data Protection Policy – including General Data Protection Regulation (GDPR)**

### **1. Introduction**

Dudley Federation of Tenants and Residents Associations (DFTRA) is required to maintain certain personal data about individuals to satisfy operational and legal obligations. DFTRA realises the importance of the correct and lawful treatment of this data under the General Data Protection Regulation (GDPR).

The types of personal data that DFTRA may hold include names, addresses and contact details (phone numbers, email addresses) of Tenants and Residents Association (TRA) members. We will only store and use the information of those who have given written permission to DFTRA to allow the holding and use of their information. DFTRA may also hold information regarding current employees and current board members. The personal data that is held; whether it is held on paper, computer or other media, will be subject to the appropriate legal safeguards as specified in the General Data Protection Regulation 2018.

### **2. Data protection principles**

**2.1** DFTRA is committed to processing data in accordance with its responsibilities under the GDPR.

**2.2** Article 5 of the GDPR requires that personal data shall be:

- a) Processed lawfully, fairly and in a transparent manner in relation to individuals;
- 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 they are processed;
- d) Accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are 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 are 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 GDPR in order to safeguard the rights and freedoms of individuals; and
- 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."

**2.3** These principles specify the legal conditions that must be satisfied in relation to obtaining, handling, processing, transportation and storage of personal data. Employees and volunteers who obtain, handle, process, transport and store personal data for DFTRA must adhere to these principles.

#### **Directors**

**Martin Smith (Chairperson), Stan Chance (Vice Chairperson), Christine Phillips (Treasurer)**

**Elaine Lloyd, George McClay, John Doughty, Phyllis Rowley, Tony Brain**



### Dudley Federation of Tenants & Residents Associations

The Ground Floor Complex, Booth Court, Lower Derry Street, Brierley Hill, Dudley, DY5 2SJ

Tel: 01384 868010 -- Website: [www.dftra.org.uk](http://www.dftra.org.uk) -- E-mail: [info@dftra.org.uk](mailto:info@dftra.org.uk)

-- [www.twitter.com/DudleyFed](https://www.twitter.com/DudleyFed) -- [www.facebook.com/dudleyfed](https://www.facebook.com/dudleyfed) --

#### 3. Responsibilities

- 3.1 This policy applies to all personal data processed by any member of staff/employee of DFTRA.
- 3.2 The Chairperson/Vice Chairperson and/or Office Manager shall take the lead responsibility for DFTRA's ongoing compliance with this policy. They shall be responsible for briefing the DFTRA Board on their responsibilities, advising on issues and notifying the Information Commissioners Office (ICO) of any breaches.
- 3.3 All Staff and Board members are required to read, understand and accept any policies and procedures that relate to the collection, storage and security of personal data.
- 3.4 This policy will be reviewed annually by a quorum of DFTRA Board members.
- 3.5 DFTRA will continue to renew their registration with the Information Commissioner's Office as an organisation that processes personal data.
- 3.6 In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, DFTRA shall promptly assess the risk to people's rights and freedoms and if appropriate report this breach to the ICO.
- 3.7 Breaches will be reported to one of the lead Data Processors in the first instance, who will in turn report to the ICO if necessary.

#### 4. Security

- 4.1 DFTRA ensure that personal data is stored securely using software that is kept-up-to-date.
- 4.2 Access to personal data is limited only to personnel who need access and appropriate security is in place to avoid unauthorised sharing of information.
- 4.3 Computers are all password protected, as is the document in which personal information is stored. Unlocked computers must not be left unattended.
- 4.4 Personal Data should never be left in areas of the office which are accessible to anyone outside of the organisation.
- 4.5 When personal data is deleted this is done safely and so that the data is irrecoverable.
- 4.6 Appropriate back-up and disaster recovery solutions are in place.

#### 5. Data recording and storage

- 5.1 To ensure its' processing of data is lawful, fair and transparent, DFTRA shall record the date in which express permission was given to allow the storage and use of an individual's data.
- 5.2 DFTRA shall ensure that personal data is adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
- 5.3 Data will be reviewed annually and permission shall be sought again 10-12 months from the previous consent date.
- 5.4 If consent is not received within 12 months, the individual's data will be deleted.
- 5.5 Evidence of opt-in consent shall be kept along with the personal data.
- 5.6 If a TRA closes, the personal data of all its' members will be deleted.

#### Directors

**Martin Smith (Chairperson), Stan Chance (Vice Chairperson), Christine Phillips (Treasurer)  
Elaine Lloyd, George McClay, John Doughty, Phyllis Rowley, Tony Brain**



### Dudley Federation of Tenants & Residents Associations

The Ground Floor Complex, Booth Court, Lower Derry Street, Brierley Hill, Dudley, DY5 2SJ

Tel: 01384 868010 -- Website: [www.dftra.org.uk](http://www.dftra.org.uk) -- E-mail: [info@dftra.org.uk](mailto:info@dftra.org.uk)

-- [www.twitter.com/DudleyFed](https://www.twitter.com/DudleyFed) -- [www.facebook.com/dudleyfed](https://www.facebook.com/dudleyfed) --

5.7 Individuals have the right to access their personal data and any such requests made to DFTRA will be dealt with in a timely manner as detailed below.

#### 6. Right of Access

6.1 Data Controllers are responsible for handing access requests.

6.2 Right of access requests must be in writing.

6.3 Requests must be handled within one month (20 working days) of receipt.

6.4 Where the person managing the access to requested data does not know the individual personally, their identity should be checked before handing over any information.

#### 7. Transparency

7.1 When requesting consent, Data Subjects are provided with clear written and verbal information on how their data will be stored, what it will be used for and assured that it will not be disclosed to any other party without their express permission. They are also informed of their right to access and deletion of their data.

7.2 A copy of this information can be found on the DFTRA website.

#### 8. Lawful basis

8.1 DFTRA requires clear consent from individuals in order to process their personal data for a specific purpose - contact.

8.2 Where communications are sent to individuals based on their consent, the option for the individual to revoke their consent is clearly available and systems in place to ensure such revocation is completed in a timely manner (20 working days).

**Policy agreed by: DFTRA Board**

**Date of agreement: 14.05.18**

**Policy review date: 14.05.19**

#### Directors

Martin Smith (Chairperson), Stan Chance (Vice Chairperson), Christine Phillips (Treasurer)  
Elaine Lloyd, George McClay, John Doughty, Phyllis Rowley, Tony Brain