


BGNS	Data Protection Policy and Procedures	
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Document Status	Review

1. Purpose

This policy sets out how **Blunham Good Neighbour Scheme** (“we”, “us”, “our”) complies with the UK GDPR, the Data Protection Act 2018, and other relevant legislation to protect personal data. It ensures we handle all personal and special-category data lawfully, transparently and securely in pursuit of our charitable aims.

2. Scope

This policy applies to all personal data we process, including but not limited to:

- Financial information
- Volunteer records
- Client data gathered to deliver our services, including:
 - Transport to medical appointments (e.g. GP, hospital eye clinic)
 - Befriending visits and home-based support (e.g. simple DIY tasks, form-filling assistance)
- Any other personal data provided via email, phone or paper forms

3. Data Protection Principles

We adhere to the six UK GDPR principles:

1. Lawfulness, fairness and transparency
 2. Purpose limitation
 3. Data minimisation
 4. Accuracy
 5. Storage limitation
 6. Integrity and confidentiality
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4. Lawful Bases for Processing Data

We rely on one or more of the following:

- **Consent** – for marketing, befriending feedback, special-category data (e.g. health/support needs)
 - **Legal obligation** – statutory record-keeping
 - **Legitimate interests** – improving services, volunteer management
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5. Special-Category Data

- Where we process health or other special-category information (e.g. mobility status, visual impairment, safeguarding concerns), we will obtain explicit consent prior to collection or processing of the data
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6. Data Subject Rights

Individuals whose data we hold may:

- Access their personal data (Subject Access Request)
- Request rectification or erasure
- Withdraw consent at any time
- Restrict or object to processing

- Lodge a complaint with the Information Commissioners Office

Requests should be sent to: bgns.secretary@blunham.com

7. Roles & Responsibilities

- **Trustees** – overall accountability for data protection
 - **Data Protection Lead** – Chair
 - **Staff & Volunteers** – follow this policy, report incidents
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8. Security & Breach Management

- We implement regular data-protection training for volunteers

We maintain a breach log and will report serious breaches to the ICO within 72 hours. All volunteers must report suspected breaches immediately to the Data Protection Lead.

9. Data Retention

We retain data only as long as needed:

- Financial records – 6 years
 - Volunteer files – 2 years after last activity
 - Job logs and client data – 7 years from last contact
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10. Review

This policy will be reviewed at least every year or when legislation changes.

Change History	
Version Number	Change Detail
2	Policy Rewritten