



# **Hereford Lads Club** **Data Protection Policy**

## **Context and Overview**

### **Key details**

- Policy prepared by: Sandra Mifflin
- Approved by Chairman: Mike Shaw
- Policy became operational on: 7th February 2022
- Reviewed May 2024

### **Introduction**

Hereford Lads Club (HLC) needs to gather and use certain information about individuals.

These can include coaches, volunteers, players, parents, carers, spectators, 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 HLC:

- 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 Data Protection Act 1998 describes how organisations — including HLC — 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 law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

HLC Lead CWO: Steve Wilson  
Email: Valhalla.989@gmail.com

## **The Data Protection Act is underpinned by eight important principles. These say that personal data must:**

1. Be processed fairly and lawfully
2. Be obtained only for specific, lawful purposes
3. Be adequate, relevant and not excessive
4. Be accurate and kept up to date
5. Not be held for any longer than necessary
6. Processed in accordance with the rights of data subjects
7. Be protected in appropriate ways
8. Not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection

## **People, Risks and Responsibilities**

### **Policy scope**

This policy applies to:

- HLC
- All staff and volunteers of HLC

It applies to all data that the company holds relating to identifiable individuals, even if that information technically falls outside of the Data Protection Act 1998. 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 HLC 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.

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## Responsibilities

Everyone who volunteers for HLC 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 Chairman is ultimately responsible for ensuring that HLC meets its legal obligations.
- The Chairman, Mike Shaw, is responsible for:
  - Keeping volunteers updated about data protection responsibilities, risks and issues.
  - Reviewing all data protection procedures and related policies, in line with an agreed schedule.
  - Arranging data protection advice for the people covered by this policy.
  - Handling data protection questions from volunteers and anyone else covered by this policy.
  - Dealing with requests from individuals to see the data HLC holds about them (also called 'subject access requests').
  - Checking and approving any contracts or agreements with third parties that may handle the company's sensitive data.
  - Ensuring all systems, services and equipment used for storing data meet acceptable security standards.
  - Performing regular checks and scans to ensure security hardware and software is functioning properly.
  - Evaluating any third-party services the company is considering using to store or process data. For instance, cloud computing services.
  - Approving any data protection statements attached to communications such as emails and letters.
  - Addressing any data protection queries from journalists or media outlets like newspapers.
  - Where necessary, working with other volunteers to ensure any initiatives abide by data protection principles.

## General Volunteer 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, volunteers can request it from the Chairman
- Volunteers should keep all data secure, by taking sensible precautions and following the guidelines below.
- Personal data **should not be disclosed** to unauthorised people.
- 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.
- Volunteers **should request help** from the Chairman if they are unsure about any aspect of data protection.

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## Data Storage

These rules describe how and where data should be safely stored.

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**.
- Volunteers should make sure paper and printouts are **not left where unauthorised people could see them**.
- **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 regularly and never shared between employees.
- If data is **stored on removable media** (like a CD or DVD), these should be kept locked away securely when not being used.
- Data should only be stored on **designated drives and servers**, and should only be uploaded to an **approved cloud computing services**.
- Servers containing personal data should be **sited in a secure location**, away from general office space.
- Data should be **backed up frequently**. Those backups should be tested regularly, in line with the company's standard backup procedures.
- Data should **never be saved directly** to laptops or other mobile devices like tablets or smart phones.
- All servers and computers containing data should be protected by **approved security software and a firewall**.

HLC CWO: Steve Wilson  
Email: [valhalla.989@gmail.com](mailto:valhalla.989@gmail.com)

## Data Use

Personal data is of no value to HLC unless the organisation 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, volunteers 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**.
- Personal data should **never be transferred outside of the European Economic Area**.
- 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 HLC 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 HLC 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**.
- Volunteers should **take every opportunity to ensure data is updated**.
- Data should be **updated as inaccuracies are discovered**.

## Subject access requests

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

- Ask **what information** the organisation 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 organisation requesting this information, this is called a subject access request.

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## **Subject access requests**

Subject access requests from individuals should be made by email, addressed to the Chairman.

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

HLC 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, the Data Protection Act allows personal data to be disclosed to law enforcement agencies without the consent of the data subject.

Under these circumstances, HLC will disclose requested data. However, HLC will ensure the request is legitimate, seeking assistance from the local FA.

## **Providing information**

HLC aims to ensure that individuals are aware that their data is being processed, and that they understand:

- How the data is being used
- How to exercise their rights

To these ends, the company has a privacy statement, setting out how data relating to individuals is used by the company.

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