

Data Protection Policy

Crystal Palace CLT [registered society 8284] holds data about our members and other individuals for a variety of business purposes in pursuance of our objects. This policy sets out how we meet our obligations under the General Data Protection Regulation (GDPR).

This policy sets out how we seek to protect personal data and ensure that our members and officers understand the rules governing our use of personal data.

Our Data Protection Officer, Tom Chance, has overall responsibility for the day-to-day implementation of this policy. Any enquiries should be sent to them using the following details:
crystalpalaceclt@gmail.com.

Business purposes

Members	<p>In addition to data retained for the purposes of membership administration (such as when you joined), we will collect and use the following personal data:</p> <ul style="list-style-type: none">• Name• Address• Email address• Telephone number• Information on your skills and interests <p>We will also ask you to volunteer demographic data, which we will retain in an anonymised form for equality monitoring purposes.x</p> <p>We will collect this personal data by the following means:</p> <ul style="list-style-type: none">• Membership application forms. <p>We will use this personal data for the following purposes:</p> <ul style="list-style-type: none">• Governing the CLT, for example inviting you to Annual General Meetings.• Informing you of opportunities to engage with our work, for example feeding into the design for a housing development.• Investigating Comts.• Improving our service to members. <p>We will not share this data with any other organisation without your explicit consent. We will share aggregate information on our membership without any identifying individual data, based on this data, with interested parties.</p> <p>We will retain this data so long as you are a member of the CLT.</p>
Supporters	<p>We collect the following personal data for other individuals who may support or be interested in our work, for our newsletter:</p> <ul style="list-style-type: none">• Name• Email address

	<p>We will collect this personal data by the following means:</p> <ul style="list-style-type: none">• Website form.• Sign-up sheets at meetings and on street stalls. <p>We will use this personal data for the following purposes:</p> <ul style="list-style-type: none">• Email updates on the CLT and our work. <p>We will not share this data with any other organisation.</p> <p>We will retain this data so long as you subscribe to our newsletter.</p>
Consultations	<p>We collect the following personal data while carrying out consultations on our activities:</p> <ul style="list-style-type: none">• Name• Address• Email address <p>We will collect this personal data by the following means:</p> <ul style="list-style-type: none">• Website form.• Forms taken door-to-door, or on stalls and street events. <p>We will use this personal data for the following purposes:</p> <ul style="list-style-type: none">• Clarifying your views.• Updating you on the results of the consultation. <p>We may share this information with contractors such as architects that are supporting our community engagement activity. Where we do so we will seek explicit permission before doing so and ensure those organisations comply with the regulations.</p> <p>We will retain this data so long as is required for the project activity.</p>

Our procedures

Fair and lawful processing

We will process personal data fairly and lawfully in accordance with individuals' rights. This generally means that we should not process personal data unless the individual whose details we are processing has consented to this happening.

Accuracy

We will ensure that any personal data we process is accurate, adequate, relevant and not excessive, given the purpose for which it was obtained, and that it is not held for longer than is necessary for the business purposes set out above. We will not process personal data obtained for one purpose for any

unconnected purpose unless the individual concerned has agreed to this or would otherwise reasonably expect this.

Individuals may ask that we correct inaccurate personal data relating to them. If you believe that information is inaccurate you should record the fact that the accuracy of the information is disputed and inform the Data Protection Officer.

The Data Protection Officer's responsibilities

- Keeping the board updated about data protection responsibilities, risks and issues.
- Reviewing all data protection procedures and policies on a regular basis.
- Ensuring data protection statements are attached to all forms used to collect personal data, and to all marketing materials.
- Addressing any data protection queries from members, supporters and other stakeholders.
- Ensuring all systems, services, software and equipment meet acceptable security standards.
- Arranging data protection training and advice for all officers and staff.
- Checking and approving with third parties that handle the company's data any contracts or agreement regarding data processing.

The responsibilities of other officers, staff and volunteers (data processors)

- Only to process personal data for the purposes set out in this policy.
- To store electronic data in secure systems, and paper records in a secure place.
- To generally avoid storing personal data on mobile devices such as laptops, phones and memory sticks, and where it is necessary to then use password protection.
- To report any concerns or breaches to the Data Protection Officer immediately, and to take remedial steps if necessary.

Subject access requests

A data subject may, subject to certain exceptions, to request access to information held about them. Please contact the Data Protection Officer in writing or verbally if you would like to correct or request

information that we hold about you. There are also restrictions on the information to which you are entitled under applicable law. We will endeavour to respond to your request within six weeks.

Data portability

Upon request, a data subject should have the right to receive a copy of their data in a structured format. These requests should be processed within one month, provided there is no undue burden and it does not compromise the privacy of other individuals. A data subject may also request that their data is transferred directly to another system. This must be done for free. Please contact the Data Protection Officer with any such requests. We will endeavour to respond to your request within six weeks.

Right to be forgotten

A data subject may request that any information held on them is deleted or removed, and any third parties who process or use that data must also comply with the request. An erasure request can only be refused if an exemption applies. Please contact the Data Protection Officer with any such requests in writing or verbally. We will endeavour to respond to your request within six weeks.

Data protection complaints

Data subjects with a complaint about the processing of their personal data, should put forward the matter in writing or verbally to the Data Protection Officer. An investigation of the complaint will be carried out to the extent that is appropriate based on the merits of the specific case. The Data Protection Officer will inform the data subject of the progress and the outcome of the complaint, endeavouring to do so within six weeks. If the issue cannot be resolved through consultation between the data subject and the Data Protection Officer then the data subject may, at their option, seek redress through mediation, binding arbitration, litigation, or via complaint to the Information Commissioner's Office.

International data transfers

No data will be transferred outside of the EEA without the explicit consent of the data subject.