

Work Stress Solutions (WSS) Compliance and Data Handling Policy

Compliance with the General Data Protection Regulations (GDPR) Collation, retention & deletion of information Legal Requirement

Under the GDPR Work Stress Solutions (WSS) will:

- Inform in our privacy notices of how data collected will be used.
- Use personal information fairly and lawfully.
- Collect only the information necessary for a specific purpose(s).
- Ensure it is relevant.
- Only hold as much information as it needs, and only for as long as it needs it.
- Allow the subject of the information to see it on request, per the rights of the individual under GDPR.
- Keep the information secure.
- Complete a data protection impact assessment when making changes to the way we use your data. This involves having robust procedures in place if it involves anyone from 16-18 years old of age.
- Use secure platforms to share necessary data between staff and other required organisations.
- Report serious data breaches to the ICO within 72 hours to safeguard the data, individuals and the organisation.

Standard

Information should be relevant, held and stored under the GDPR. Full client names will not be used on answer-phone messages or emails unless the individual has personally supplied those details.

What personal information is held?

A minimal amount of detail will be held by WSS in the form of basic information: In respect of staff, this will be information provided during the application and appointment process. In respect of beneficiaries, the information held is set out in the WSS Registration Form which includes contact details, Course Assessment and Outcome forms, the Work Social Adjustment Scale, Confidence Ruler, attendance logs and client database.

In respect of third parties i.e., facilitators, and therapists, the information provided in the Third-Party Provider Course Facilitator/Therapist Agreement will be retained. Wherever possible, all information is to be held electronically (or transferred to an electronic format).

Any information held on a computer will be protected by a password and any information held on paper will be kept in a locked cabinet or suitably anonymised.

Requirements and Retention

- WSS will not keep information on clients any longer than is necessary. Records for discharged clients will be retained for seven years and then destroyed.
- It will be the responsibility of each Facilitator/Therapist to hold and store their professional session notes securely. The Third-Party Provider Course Facilitator/ Therapist Agreement covers this issue in more detail.

Subject Access

WSS will respond to individual requests for access to their held personal information or notices under the GDPR within 28 days.

Under this legislation, you have the right to:

- Be informed about the collection and use of your data
- Access the data held (a copy of your data will be provided on request)
- Have any inaccuracies in your data corrected
- Request your details be deleted from our records
- Request that the use of your data is restricted

You have the right to object to the use of your data at any time.

If you wish to exercise any of the rights outlined above, please contact admin@workstressolutions.org.uk

This version was Revised on 14 May 2018 and updated in September 2022.

Policy Review Date: This policy will be reviewed every three years or earlier if legislation.

POLICY FOR RECORDING OF INFORMATION (Used until 14th May 2018)

Legal Requirement

WSS acknowledges that under the Data Protection Act 1998 (DPA) it must:

- use personal information fairly and lawfully.
- collect only the information necessary for a specific purpose(s).
- ensure it is relevant, accurate and up to date.
- only hold as much as it needs, and only for as long as it needs it.

- allow the subject of the information to see it on request; and
- keep it secure.

Standard

Information should be relevant, held and stored according to professional guidance and standards and under Data Protection and Access to Information Act and Caldecott recommendations. No full client's names should be used on answer-phone messages or email* (*unless the client has already supplied these details themselves).

What personal information is held?

A minimal amount of information is required to be held by the charity in the form of basic information, set out in the WSS Registration Form (including contact details), Course Assessment and Outcome forms, attendance logs and client database. Any session notes are the responsibility of the course facilitator or therapist.

Wherever possible, all information is to be held electronically (or transferred to an electronic format) and not held in paper form. Any information held on a computer is to be protected by a password and any information held on paper is to be kept in a locked cabinet or suitably anonymised.

Requirements and Retention

- WSS will not keep information on clients any longer than is necessary. Records for discharged clients will be retained for seven years and then destroyed.
- It is the course facilitators or CBT practitioners' responsibility to hold and store appropriately their professional session notes.

Subject Access

WSS will recognise and respond to any individual requests or notices in line with its legal obligations.

Policy Review Date: This policy was reviewed on 14th May 2018. See pages 1 and 2 for the new revised version.