**Keeping Data Safe**

**An introduction for volunteers**

Many volunteers have access to information that Macmillan has a legal and moral responsibility to protect. This includes personal information about people living with cancer, people who give us money, and other volunteers and supporters.

Personal information includes names, contact details and photographs as well as more sensitive information such as medical information. Whenever we ask for or are given this type of information we have to make sure that the person it relates to has given us consent to hold it and understands what we will use the information for.

All volunteers are expected to take every reasonable step to keep information received as part of their role with Macmillan safe and to understand and follow any special rules that apply to their roles.

**Why is this important?**

We know that people trust Macmillan, and part of this trust is that we will treat the information that we receive sensitively and securely. If people do not trust us to look after their data, they are less likely to use our services when they need them, or to support our work.

To make sure we maintain this trust, we all have to be careful when dealing with personal information and have some general rules that we follow. For example, we will never sell or exchange details of supporters with other organisations.

The law makes it clear that we have a legal duty to manage the information we receive in a certain way. This is set out in the General Data Protection Regulations that apply across all of the EU (and will remain in place in the UK after we leave the EU).

Getting data handling right is important for all of Macmillan, not only because of the importance of trust, but also because the maximum fine for failing to do so is 20 million Euros!

**Six steps to handling data**

1. **Collecting data** - We should only collect what we need and be clear with people about why we are collecting it and what we’ll do with it
2. **Using data** - We can only use data for the specific reasons we have collected it for and not for any other reasons that we think of later
3. **Recording data** - We need to make sure information is recorded in the right place, and that it is correct and up-to-date (quality and accuracy)
4. **Storing data** - We need to make sure we store data somewhere secure
5. **Sharing data** - We should not share data with anyone outside of Macmillan, unless we have a formal agreement in place with them
6. **Getting rid of data** - We need to dispose of data whenever we no longer need the information for the reasons we collect it

**Our approach and policies**

Macmillan has four policies that cover different areas of handling personal information and reflect the law and our agreed approach. These cover the following areas:

* **Information Governance Policy** (the definitive guide to handling data in the right way)
* **Records Management Policy** (how to create, store, share and destroy data)
* **Information Governance and IT Security Incident Policy & Procedure** (how to flag a data incident)
* **IT Acceptable Use Policy** (how to use our technology and systems in the right way)

**How do these policies affect me??**

All volunteer inductions cover basic information about confidentiality and keeping data safe. If you are in a role which handles data, your volunteer manager will provide you with copies of policies and handbooks.

Volunteers in roles which have access to sensitive information have to complete a short training course each year to show that they understand the law and how to keep data safe. Your volunteer manager will let you know if your role requires this training.

If you use Macmillan equipment such as a computer, tablet or smartphone your volunteer manager will make sure you have read and understood the IT Acceptable Use Policy and are clear about what you can and cannot use our equipment for and what to do if you have any problems.

**Top tips**

* If you are going to be collecting personal information we have standard consent statements. Please make sure you check that you are using the most up to date version
* Always make sure any sensitive information is stored securely. Talk to your volunteer manager about how to do this.
* Make sure you use a secure password on your computer and lock it if you are not using it.
* Do not put any papers containing personal details in the rubbish or recycling – speak to your volunteer manager if you need to dispose of them.
* Do not post photographs of other people on social media without permission. If you want to put photos on social media, make sure that anyone who is in the photograph knows that this is what you plan to do.
* If you need to send anything confidential by email, always mark the email as confidential and encrypt or password protect documents. Send the password to unlock documents in a separate email.
* Do not discuss staff members, other volunteers or service users in public places where you could be overheard.

**Always report any loss of data or near misses immediately by emailing Infogov@macmillan.org.uk**