



TRINITY SAILING FOUNDATION

INFORMATION GOVERNANCE FRAMEWORK (inc Privacy Policy)

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Section A Introduction

Data held by Trinity Sailing Foundation will be held lawfully and for the retention periods set out in section B of this policy document.

This document refers to:

- Written Documents
- Spreadsheets
- Hardcopy crew and client information
- Database entries
- Images
- Recordings
- Emails
- Text messages
- Visits to Trinity's website
- Social media communications

Aim and Purpose

The purpose of this document is to ensure that Trinity Sailing Foundation has a framework that ensures the rights and freedom of individuals in relation to their personal data (EU GDPR, Article 1) and adheres to best practice in the management of client information and business records.

Information Governance sets out the way in which information collated by an organisation is managed and ensures that any information collected:

- is the right information
- is in the right place
- at the right time
- with the right people
- for the right reasons

This is a live document and may be updated at any time to reflect changes in law or growth of the business, and therefore should be revisited regularly to check for any updates. Trinity Sailing Foundation is fully committed to ensuring clients' privacy and data protection rights.

Harry Gottschalk is the named Data Protection Officer.



Information Governance Framework Principles for Trinity Sailing Foundation

1. Trinity will map the flow of personal information and highlight any areas of concern and action to be taken. This will be recorded in the documentation control flow chart and any linked documents, such as the list of Trinity's 3rd party processors (e.g. Sage, Worldpay, RYA).
2. Any changes to the business processes and/or operations will be planned and will comply with the framework to ensure any risks to personal and sensitive information are minimised.
3. Any data collected is for the purpose of providing a service to our sailing clients, or to provide evidence to funders of our activities.
4. All technology used to store or facilitate the sharing of information and communication is maintained sufficiently to comply with this policy.
5. All records are identifiable, locatable, retrievable, and intelligible according to regulations set out by GDPR.
6. It is the responsibility of Trinity Sailing Foundation (Data Controller) to ensure sufficient resources are in place to prioritise adhering to Data Protection Legislation in the business.
7. Any electronic devices where personal or sensitive, confidential information is held are password protected.
8. Procedures have been put in place to ensure the General Data Protection Regulations are met. These can be found in Section C.



Section B

Privacy Notice: Use of information

In accordance with this data retention schedule there may be occasions when data are not destroyed due to ongoing investigation, litigation or enquiry. The data will be deleted upon confirmation that they are no longer required.

On some occasions anonymised personal data will be retained whereby a client has provided a testimonial for use on the organisation's website. When data are non-identifiable GDPR law is no longer applicable. [Non-identifiable means that if this data was left on a bus, no one, including the data subject would be able to identify that the data related to them.]

- Personal information is collated and stored in hardcopy in locked filing cabinets behind a locked door.
- All emails will contain a privacy statement.

Under the General Data Protection and Retention (2018) legislation, regarding how your personal data are processed, all individuals have;

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- the right not to be subject to automated decision-making including profiling.

Please note that Trinity Sailing Foundation does not use automated decision-making tools, including profiling.

Website visitors

When an individual visits www.trinitysailing.org, we use Google analytics who are considered a third party service, to collect information about what visitors do when they click on the website, e.g. which page they visit the most. Google analytics only collect non-identifiable data which means we cannot identify who is visiting. Trinity Sailing Foundation will always be transparent when it comes to collecting personal data and will be clear about how that data are processed. Google analytics privacy notice can be found here: <https://policies.google.com/privacy/update?hl=en>

Website hosting

Believe In Limited hosts Trinity Sailing Foundation's website. The host also uses anonymised data to collect visitor information such as how long an individual remains on a page of a website.

Social Media



Trinity Sailing Foundation uses Facebook, Mailchimp, Twitter and Instagram.

Other third party providers

Other third party providers include: Duke of Edinburgh, Worldpay, RYA, ASTO, Brixham Heritage Sailing, Sail Training International, Classic Channel Regatta, Duke of Edinburgh assessors, Sage, CBS and Port Authorities. Further information about the agreements Trinity has with these organisations and/or their Privacy Policies may be found in Trinity's Third Party Provider Form.

Retention Schedule

All electronic documents are stored securely on our encrypted server, with each asset (e.g. laptop or PC) being password protected. Documents are put into archive files on the server when no longer being used, but need to be retained. At the end of the retention period, they are permanently deleted.

Paper documents are securely stored in locked filed cabinets whilst in use and then securely shredded (using the company's cross-shredding machine) or archived in a locked cupboard until the end of the retention period, after which time they will be securely shredded.

Paper documents that contain personal information for voyages (e.g. Crew Lists) are placed in a locked case (secured to the wall), which may be opened by the skippers or mates of the vessels using two key codes. This information is then stored securely on the boats.

Information Asset	Information Owner Asset	Retention	Trigger for Disposal
Email (including sent items)	Head of organisation	2 yearly review, any remaining live data untouched until following review period.	End of retention period
Contact details held on mobile devices	Head of organisation	All entries to be deleted prior to decommissioning of mobile device or reissue of device	End of retention period
Video (general) - not part of agreed professional production	Head of organisation	5 years or earlier if consent is withdrawn	End of retention period
Images taken	Head of organisation	5 years or earlier if consent is withdrawn	End of retention period



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Information Asset	Information Owner Asset	Retention	Trigger for Disposal
Promotional materials	Head of organisation	Until superseded – Legitimate interest/consent to be reviewed and re-checked prior to reissue	End of retention period
Paper sailing schedules or diaries	Head of organisation	Securely shredded weekly.	End of retention period
Policies	Head of organisation	Until new policy has been put into place	End of retention period
Client details on Crew List.	Head of organisation	Current year plus 5 (because sometimes have to be referred to for evidence for RYA qualifications, for example).	End of retention period
Client details on Act database	Head of organisation	Will be retained for as long as clients wish for them to be - many clients return year after year. Legitimate interest checked annually via mailshot.	End of retention period
Incident/Accident records	Head of organisation	40 years from the date the report was closed.	End of retention period
Safeguarding records	Head of organisation	In accordance with Trinity Sailing Foundation's insurance policy, 40 years after any incident, unless superseded by new insurance policy.	End of retention period
Continual Professional Development Records	Head of organisation	To be retained when worker is in service and until 8 years afterwards.	End of retention period



Information Asset	Information Owner Asset	Retention	Trigger for Disposal
Employee and worker appraisal records	Head of organisation and worker’s supervisor	To be retained when worker is in service and until 8 years afterwards.	End of retention period
Client feedback	Head of organisation	Transfer to anonymised data within 1 year of collection, unless individual commenting in their professional capacity e.g. youth leader.	End of retention period
Tax returns	Head of organisation	Current year plus 6 years.	End of retention period
Insurance policies	Head of organisation	40 years from date policy ended.	End of retention period
Complaints	Head of organisation	2 years from complaint being resolved	End of retention period
Right to Erasure Request	Head of Organisation	8 years from request being submitted and completed.	End of retention period
Subject Access Request	Head of organisation	2 years from case closure if request is made 6 years after data stored (or 8 years).	End of retention period

Data Processing

What are the lawful bases for processing data at Trinity Sailing Foundation?

In relation to communicating with clients: processing is necessary for Trinity’s legitimate interests as specified in Article 9 of the GDPR in order to provide the service to clients.

Trinity processes health information for the purposes of ensuring the safety of their crew and clients and ensuring the capacity of individuals to participate in a sailing voyage. Personal ID data, like that found on a passport, is collected for the purpose of ensuring the correct people are on board and complying with Immigration Policies.

This means that Trinity Sailing Foundation does not require consent to hold your data to provide a service but does require your consent to contact you for specific purposes. Participating in the service by purchasing or taking part in a voyage implies that you agree with the Terms and Conditions provided to you at the commencement of service delivery - which are on Trinity’s website and Booking Forms.



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Description of processing

The following is a broad description of the way Trinity Sailing Foundation (Data Controller) processes personal information. Clients wishing to understand in more detail how their own personal information is processed may request further information.

Reasons/purposes for processing information

Trinity Sailing Foundation processes personal information to enable the provision of sailing voyages and courses (including maintenance of the vessels), to advertise services and to maintain accounts and records

Type/classes of information processed

Trinity Sailing Foundation processes information relevant to the above reasons/purposes. This information may include:

- personal details
- dietary requirements
- goods and services
- financial details
- employment and education details (for workers/employees)

Trinity Sailing Foundation also processes sensitive classes of information that may include:

- physical or mental health details, including health issues and medication taken.
- offences and alleged offences (for workers/employees)

Trinity Sailing Foundation processes personal information about:

- clients
- employees and workers
- business contacts
- professional advisers.



Section C

Data Breach

All personal and sensitive data held by Trinity Sailing Foundation are held securely. Electronic data stored on a computer is stored on a password protected computer, primarily saved on the T:Drive, rather than locally on the C:Drive (although a small number of documents are saved locally). All of the personal data for staff and client are held on The T: Drive, which is backed up daily. This allows Trinity to retrieve data in the event of faults. Hardcopy data are held securely in a locked cabinet behind a locked door.

In the case of a data breach Trinity Sailing Foundation shall comply with the regulations set out under Article 33 of the GDPR stated below;

1. In the case of a personal data breach, the data controller shall without undue delay and, where feasible, not later than 72 hours after having become aware of it, notify the personal data breach to the ICO, unless the personal data breach is unlikely to result in a risk to the rights and freedoms of the individual. Where the notification to the ICO is not made within 72 hours, the notification will detail reasons for the delay.
2. The notification referred to in paragraph 1 shall at least:
 - a) describe the nature of the personal data breach including, where possible, the approximate number of data subjects concerned and the categories and approximate number of personal data records concerned;
 - b) communicate the name and contact details of the data controller where more information can be obtained;
 - c) describe the likely consequences of the personal data breach;
 - d) describe the measures taken or proposed to be taken by the controller to address the personal data breach, including, where appropriate, measures to mitigate its possible adverse effects.
3. The controller shall document any personal data breaches, comprising the facts relating to the personal data breach, its effects and the remedial action taken. The documentation will enable the supervisory authority to verify compliance with this Article.
4. In the event that a data breach will be likely to cause a risk to the rights and freedoms of client data, the data controller must communicate the nature of the breach in clear, concise and plain language, to the client/s involved, without delay.
5. If a breach occurs but the data controller has gone to appropriate lengths to protect the data held on the client (e.g. encryption of electronic files), or if the data controller has taken subsequent action to prevent the risk (e.g. immediately blocking a mobile device), then it will not be necessary to notify the client

Subject Access Request

A Subject Access Requests (SAR) permits individuals to request a copy of their personal information.

Trinity Sailing Foundation's response to an SAR request will provide the following to the individual:

- a description of the information being held;
- the basis for the information being held;
- details of who the information could be disclosed to; and



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- a copy of the information in an intelligible form.

If you wish to make a subject access request, this should be put in writing to Trinity Sailing Foundation at: The Sail Loft, Pump Street, Brixham, Devon, TQ5 8ED or emailed to: team@trinitysailing.org. We will respond to the request as quickly as possible – within one month at the latest.

If any information held is noted to be incorrect, you can request a correction be made to your personal information. If you wish for your data to be provided to another service provider, you may also request this in writing. Please note that Trinity may have a legal basis to continue to hold your data and will notify you of this if that is the case. E.g. Health and Safety.

No fees will be charged unless Trinity incurs a disproportionate cost for sending out the information. Any applications for an SAR will be held alongside the records to which they relate, unless application was made after the retention period.

Right to Erasure

An individual may request that their personal data be removed (the 'right to be forgotten' or the 'right to erasure'). In this instance hard copy data will be shredded using a cross shredding machine owned by Trinity and any electronic data will be permanently deleted. The client will be notified of the completion. The request for deletion of data and the confirmation of completion will be held securely until eight years after the request was made. In some instances a supervisory body or insurance company may require Trinity to lawfully hold files until the end of their retention period. If this arises, Trinity will notify the individual making the request at the earliest opportunity.

Complaints

Trinity Sailing Foundation aims to meet the highest quality standards when processing personal and sensitive data. Feedback can help identify areas for improvement and therefore Trinity Sailing Foundation would welcome you raising any concerns.

This Information Governance Policy document was created to be as transparent and straightforward as possible. It will not be completely exhaustive of all aspects of data collection. If you would like further information about a specific process, please contact Trinity Sailing Foundation.

If you feel you would like to make a complaint about how your personal and sensitive data are handled by Trinity Sailing Foundation you can contact Trinity Sailing Foundation directly by emailing Harry Gottschalk on team@trinitysailing.org, or by calling 01803 883355.

In the event that Trinity Sailing Foundation cannot resolve your complaint to your satisfaction you can contact the Information Commissioners Office on 0303 123 1113.

Safeguarding your privacy

In the event of Trinity Sailing Foundation ceasing to exist, personal data will be dealt with in accordance with the General Data Protection Regulations. This may mean shredding any hardcopy documents, and having any electronic documents saved on a hard drive professionally wiped, or destroyed by a GDPR-compliant technician.