



PRIVACY POLICY

Introduction

Friends of Eaton Park (FOEP) aims to help Eaton Park thrive. It works with Norwich City Council, groups in the park, and others, to promote the park and help make good things happen there. It raises funds for the park and promotes activities taking place there as well as promoting events and activities of its own.

Friends of Eaton Park gathers and uses certain data about its members in order to keep them in touch with it work, and, if they wish, to enable them to get involved in it. This Policy describes how data is collected, handled and stored to meet FOEP's data protection standards. It exists to ensure Friends of Eaton Park;

- complies with data protection law and follows good practice
- protects the rights of members
- is transparent about how it stores and processes individuals' data
- protects itself from the risks of a data breach.

Responsibility

Friends of Eaton Park's Chair is FOEP's Data Protection Officer. She devised procedures, wrote this plan, and is fully conversant with all aspects of FOEP data management. FOEP's Membership Officer and Membership Administrator have contributed to this plan and are responsible for delivery of aspects of FOEP data management.

Databases - data collection scope and conditions of use

FOEP stores its membership data on an Excel spreadsheet. This list describes how personal information is collected, processed, used, and how it may be removed.

Collection

- On joining the Friends, individuals supply their name; email, phone number; and if they wish, their mobile number and address.
- This data is collected via membership forms – new, and subsequently renewals. Completed forms are returned to the membership secretary who writes to new members to welcome them, confirms and, where necessary, processes payments; and on a monthly basis, emails new and updated membership details to the Membership Administrator.
- The Membership Administrator updates the spreadsheet on a monthly basis and circulates revised copies to the Chair and the Membership Secretary.

- The Membership Secretary checks monthly revisions to the membership list and shreds membership forms and other paperwork once additions and revisions are confirmed as having been recorded accurately.
- The Chair, Membership Secretary and Administrator delete previous spreadsheets on an on-going, monthly basis, only retaining at any one time the current membership list.

Use of data

- Email addresses are used to send:
 - FOEP newsletters,
 - AGM papers,
 - occasional other FOEP updates,
 - invitations to social events.
- Where a member is not on email we use the post instead.
- Maximum of ten communications a year.
- Phone numbers will only be used by the Chair or the Membership Secretary, and only for FOEP business ie:
 - to enable FOEP to better understand members' interests in the organisation,
 - to follow up on invitations
 - to follow up on an invitation to renew membership (only if email correspondence has failed, and no more than two calls).

Updating and removal

- Updates can be made annually on renewal, or by emailing info@friendsofeatonpark.co.uk
- Requests for removal are implemented within ten working days.
- Membership is for 12 months, or for life. If a member chooses not to renew, his / her details are deleted from the database. Similarly, life members' details are deleted on their death.

Data storage

- The Excel database is stored on the Chair (and Data Protection Officer), Membership Secretary and Membership Administrator's computers. In each case, s/he is the only person who has access to the computer. The Data Protection Officer's computer is password protected and backed up on an on-going basis.

Subject Access Requests

Individuals may obtain a description of data held about them, how it is processed, whether it will be shared, and its source by emailing: info@friendsofeatonpark.co.uk or calling 01603 454016. Requests will be responded to within ten working days.

Sharing information

Friends of Eaton Park never shares information with others. Should a request be made for contact details for a member of the Friends, the Membership Secretary will contact the member concerned to ask him or her if they would like to make contact with the enquirer.

Volunteering with FOEP

- Where an individual wishes to take part in a particular area of FOEP work (Schools, Gardening and Outdoors, or Book sales; or on a one-off project), s/he will be invited to share mobile numbers and / or emails with the group coordinator or project leader.
- Sub-groups of FOEP will decide amongst themselves how they wish to communicate – eg by email, text or WhatsApp.
- Group leaders are responsible for maintaining and updating sub-group email, phone and / or WhatsApp contact lists, including removing individuals within ten working days of any request.
- Sub-group communications to be sufficient to enable group activities to be conducted efficiently.
- Group leaders / project coordinators must not give out contact details, though individual members can share details with other FOEP members as they wish as an informal, and personal arrangement.

Volunteer hours

FOEP records volunteer hours undertaken by its members. Norwich City Council requests that we record this information, and this information might also be used to support fundraising activity. Hours are recorded by the activity organiser, or, if they are undertaken by an individual working on their own, the Membership Administrator will email them to request information on a monthly basis.

The Membership Administrator uses an Excel Spreadsheet to record hours and emails the updated list monthly to the Head of Parks and Open Spaces. Hours are not allocated to named individuals. A copy of the list is kept by the Membership Administrator and the Chair as an on-going record of Friends' activity.

FOEP website and posters

Friends of Eaton Park provides information, including contact details, on its website about groups and organisations that use Eaton Park and Eaton Park Community Centre. This work is undertaken voluntarily as a service to the groups, and the public in general.

Groups can provide updates or ask for their information to be removed by emailing info@friendsofeatonpark.co.uk or by phoning 01603 454016. Updates will be made online in ten working days.

FOEP also promotes the work of key groups on annually produced posters for the two FOEP-managed park notice boards. Groups are written to annually to confirm their participation and update details.

Policy updates

Drafted 10 May 2018 for sign off at the FOEP committee meeting on 24 May 2018. Policy reviewed every two years or sooner if needed.