

Queen's Park Trust

Revision v1.0, dated 11th May 2026



Data Protection Policy

Statement of intent

Queen's Park Trust is required to obtain, store and process certain information about its staff members, volunteers and service-users in accordance with its legal obligations under the General Data Protection Regulations and the Data Protection Act.

Our trust may, from time to time, be required to share personal information about their staff/volunteers or service-users with other organisations such as the Local Authority, schools and police and other services.

This policy is in place to ensure all staff and volunteers are aware of their responsibilities and outlines how the trust complies with the core principles of the GDPR.

1. Aims

The trust aims to ensure that all personal data collected about staff, volunteers, service-users, visitors and other individuals is collected, stored and processed in accordance with relevant legislation.

With recent changes to the UK's relationship with the European Union, the policy reflects the new UK-GDPR (General Data Protection Regulation) and the Data Protection Act (2018)

This policy applies to all personal data, regardless of whether it is in paper or electronic format.

2. Legislation and guidance

This policy meets the requirements of the UK-GDPR and DPA 2018. The policy reflects guidance issued by the Information Commissioner's Office (ICO).

In addition, the policy sets out good practice issued by the National Cyber Security Centre on the security of electronic data and the ICO's code of practice for the use of surveillance cameras and personal information.

The policy covers the following legislation:

- The UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018 (DPA)
- School Standards and Framework Act 1998
- Freedom of Information Act 2000
- Electronic Commerce (EC Directive) Regulations 2002
- The Privacy and Electronic Communications (EC Directive) Regulations 2003
- The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations
- The Education (Pupil Information) (England) Regulations 2005 (as amended in 2018)
- Protection of Freedoms Act 2012

This policy also has regard to the following guidance:

- ICO (2021) 'Guide to the UK General Data Protection Regulation (UK GDPR)'
- ICO (2012) 'IT asset disposal for organisations'

3. Definitions

Term Definition

Personal data

Any information relating to an identified, or identifiable, individual.

This may include the individual's:

- Name (including initials)
- Location data
- Online identifier, such as a username. It may also include factors specific to the individual's physical, physiological, genetic, mental, economic, cultural or social identity.

Special categories of personal data:

Personal data, which is more sensitive and so needs more protection, including information about an individual's:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Genetics
- Biometrics (such as fingerprints, retina and iris patterns), where used for identification purposes
- Health – physical or mental
- Sex life or sexual orientation

Processing

Anything done to personal data, such as collecting, recording, organising, structuring, storing, adapting, altering, retrieving, using, disseminating, erasing or destroying.

Processing can be automated or manual.

Data subject

The identified or identifiable individual whose personal data is held or processed.

Data controller

A person or organisation that determines the purposes and the means of processing of personal data.

Data processor

A person or other body, other than an employee/volunteer of the data controller, who processes personal data on behalf of the data controller.

Personal data breach

A breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data.

4. The data controller

The trust processes personal data relating to service-users, staff, volunteers, visitors and others, and therefore is a data controller. The trust is registered as the overall data controller with the ICO and will renew this registration annually or as otherwise legally required.

5. Roles and responsibilities

This policy applies to all staff/volunteers employed by the trust, and to external organisations or individuals working on our behalf. Staff who do not comply with this policy may face disciplinary action. In addition, any member of staff/volunteer who reports another member of staff violating the data protection principles is protected by the trust's Whistleblowing Policy.

5.1 Governing body

The governing body has overall responsibility for ensuring that the trust complies with all relevant data protection obligations. It is recommended that a member of the governing body is given the role to oversee data protection compliance. Data protection should be an agenda item at every full board meeting, so the trust's compliance can be reviewed.

5.2 All staff and volunteers

Staff/volunteers are responsible for:

- Collecting, storing and processing any personal data in accordance with this policy
- Informing the trust of any changes to their personal data, such as a change of address
- Contacting the head of the trust in the following circumstances:

- o With any questions about the operation of this policy, data protection law, retaining personal data or keeping personal data secure
- o If they have any concerns that this policy is not being followed
- o If they are unsure whether they have a lawful basis to use personal data in a particular way
- o If they need to rely on or capture consent, draft a privacy notice, deal with data protection rights invoked by an individual, or transfer personal data to a 'third country'
- o If there has been a data breach
- o Whenever they are engaging in a new activity that may affect the privacy rights of individuals
- o If they need help with any contracts or sharing personal data with third parties

6. Data protection principles

The UK - GDPR is based on data protection principles that the trust must comply with. The principles say that personal data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary to fulfil the purposes for which it is processed
- Accurate and, where necessary, kept up to date
- Kept for no longer than is necessary for the purposes for which it is processed
- Processed in a way that ensures it is appropriately secure.

This policy sets out how the trust aims to comply with these principles.

7. Collecting personal data

7.1 Lawfulness, fairness and transparency

We will only process personal data where we have one of 6 'lawful bases' (legal reasons) to do so under data protection law:

- The data needs to be processed so that the trust can fulfil a contract with the individual, or the individual has asked the trust to take specific steps before entering a contract
- The data needs to be processed so that the trust can comply with a legal obligation
- The data needs to be processed to ensure the vital interests of the individual e.g. to protect someone's life
- The data needs to be processed so that the trust, as a public authority, can perform a task in the public interest, and carry out its official functions
- The data needs to be processed for the legitimate interests of the trust or a third party (provided the individual's rights and freedoms are not overridden)

- The individual (or their parent/carer when appropriate in the case of a minor) has freely given clear consent

For special categories of personal data, we will also meet one of the special category conditions for processing which are set out in the UK-GDPR and Data Protection Act 2018.

We may use some services where members have to register their details with a third-party company e.g. payment services. On these occasions, the trust will highlight the privacy notice of the third-party company.

Whenever we first collect personal data directly from individuals, we will provide them with the relevant information required by data protection law.

7.2 Limitation, minimisation and accuracy

We will only collect personal data for specified explicit and legitimate reasons. We will often explain these reasons to the individuals when we first collect their data.

If we want to use personal data for reasons other than those given when we first obtained it, we will inform the individuals concerned before we do so and seek consent where necessary.

Staff/volunteers must only process personal data where it is necessary to do their jobs. When we no longer need the personal data we hold, we must ensure it is deleted or anonymised. This must be done via secure manner using a cross shredder or secure bin.

8. Sharing personal data

We will not normally share personal data with anyone else, but may do so where:

- There is an issue with a service-user that puts the safety of our staff at risk.
- We need to liaise with other agencies – we will seek consent as necessary before doing this.
- Our suppliers or contractors need data to enable us to provide services to our staff/volunteers and service-users.

– for example, IT companies. When doing this, we will:

- Only appoint suppliers or contractors which can provide sufficient guarantees that they comply with data protection law.
- Establish a data sharing agreement with the supplier or contractor, either in the contract or as a standalone agreement, to ensure the fair and lawful processing of any personal data we share.
- Only share data that the supplier or contractor needs to carry out their service, and information necessary to keep them safe while working with us.

We will also share personal data with law enforcement and government bodies where we are legally required to do so, including for:

- The prevention or detection of crime and/or fraud
- The apprehension or prosecution of offenders
- The assessment or collection of tax owed to HMRC
- In connection with legal proceedings

- Where the disclosure is required to satisfy our safeguarding obligations
- Research and statistical purposes, as long as personal data is sufficiently anonymised or consent has been provided.

We may also share personal data with emergency services and local authorities to help them to respond to an emergency situation that affects any of our service-users or staff/volunteers. As the UK is now classed as a 'third country' it will ensure that it obtains a Standard Contractual Contract with data processed outside the European Economic Area.

9. Subject access requests and other rights of individuals

9.1 Subject access requests

Individuals have a right to make a 'subject access request' to gain access to personal information that the trust holds about them. This includes:

- Confirmation that their personal data is being processed
 - Access to a copy of the data
 - The purposes of the data processing
 - The categories of personal data concerned
 - Who the data has been, or will be, shared with
 - How long the data will be stored for, or if this isn't possible, the criteria used to determine this period
 - The source of the data, if not the individual
 - Whether any automated decision-making is being applied to their data, and what the significance and consequences of this might be for the individual
- Subject access requests must be submitted in writing, either by letter, email or fax to the trust.
- If the trust has a social media account, they can be made by the relevant SM account.

They should include:

- Name of individual
- Correspondence address
- Contact number and email address
- Details of the information requested

In some circumstances, the trust may ask the data subject to show identification to verify their relationship with a service-user (please see 9.3).

9.2 Children and subject access requests

Personal data about a child belongs to that child, and not the child's parents or carers. For a parent or carer to make a subject access request with respect to their child, the child must either be unable to understand their rights and the implications of a subject access request, or have given their consent.

Children below the age of 13 are generally not regarded to be mature enough to understand their rights and the implications of a subject access request. Therefore, most subject access requests from parents or carers of children may be granted without the express permission of the child. This is not a rule and a child's ability to understand their rights will always be judged on a case-by-

case basis.

9.3 Responding to subject access requests

When responding to requests, we:

- May ask the individual to provide 2 forms of identification
- May contact the individual via phone to confirm the request was made
- Will respond without delay and within 1 month of receipt of the request
- Will provide the information free of charge
- May tell the individual we will comply within 3 months of receipt of the request, where a request is complex or numerous. We will inform the individual of this within 1 month, and explain why the extension is necessary

We will not disclose information if it:

- Might cause serious harm to the physical or mental health of the child or another individual
- Would reveal that the child is at risk of abuse, where the disclosure of that information would not be in the child's best interests
- Is contained in adoption or parental order records
- Is given to a court in proceedings concerning the child

If the request is unfounded or excessive, we may refuse to act on it or charge a reasonable fee which takes into account administrative costs. A request will be deemed to be unfounded or excessive if it is repetitive or asks for further copies of the same information. When we refuse a request, we will tell the individual why, and tell them they have the right to complain to the ICO.

9.4 Other data protection rights of the individual

In addition to the right to make a subject access request (see above), and to receive information when we are collecting their data about how we use and process it (see section 7), individuals also have the right to:

- Withdraw their consent to processing at any time
- Ask us to rectify, erase or restrict processing of their personal data, or object to the processing of it (in certain circumstances)
- Prevent use of their personal data for direct marketing
- Challenge processing which has been justified on the basis of public interest
- Request a copy of agreements under which their personal data is transferred to a third country.
- Object to decisions based solely on automated decision making or profiling (decisions taken with no human involvement, that might negatively affect them)
- Prevent processing that is likely to cause damage or distress
- Be notified of a data breach in certain circumstances
- Make a complaint to the ICO
- Ask for their personal data to be transferred to a third party in a structured, commonly used and machine-readable format (in certain circumstances)

Individuals should submit any request to exercise these rights to the DPO (through the trust).

10. Parental requests to see the child's record.

Parents or carers may request access to their child's personal data where it is reasonable to do so and in accordance with data protection legislation. However, personal data belongs to the child, and not the parent or carer.

The trust will consider each request on a case-by-case basis, taking into account the age, maturity, and understanding of the child, as well as whether the child has given consent or is able to make their own request.

Access may be refused where disclosure could adversely affect the rights, safety, or wellbeing of the child or another individual, or where it would conflict with safeguarding responsibilities. All requests will be handled in line with the UK GDPR and Data Protection Act 2018

11. Photographs and videos

As part of our trust's activities, we may take photographs and record images of individuals. We will obtain written consent at events for photographs and videos to be taken of for communication, marketing and promotional materials. We will clearly explain how the photograph and/or video will be used.

Uses may include:

- Within trust on notice boards and in brochures, newsletters, etc.
- Outside of the trust by external agencies such as a photographer, newspapers, campaigns
- Online on our website
- Apps *
- Social media pages *
- Video sharing platforms *

* Please note that these are third party platforms and if images are shared, service-users should be directed to their specific private policies.

Consent can be refused or withdrawn at any time. If consent is withdrawn, we will delete the specific photograph or video and not distribute it further.

When using photographs and videos in this way we will not accompany them with their names. See our Online Safety Policy for more information on our use of photographs and videos.

12. Data protection by design and default

We will put measures in place to show that we have integrated data protection into all our data processing activities, including:

- Only processing personal data that is necessary for each specific purpose of processing, and always in line with the data protection principles set out in relevant data protection law (see section 6)
- Completing privacy impact assessments where the trust's processing of personal data presents a high risk to rights and freedoms of individuals, and when introducing new technologies
- Integrating data protection into internal documents including this policy, any

- related policies and privacy notices
- Regularly training members of staff/volunteers on data protection law, this policy, any related policies and any other data protection matters
- Regularly conducting reviews and audits to test our privacy measures and make sure we are compliant
- Maintaining records of our processing activities, including:
 - For the benefit of data subjects, making available the name and contact details of our trust and all information we are required to share about how we use and process their personal data (via our privacy notices)
 - For all personal data that we hold, maintaining an internal record of the type of data, data subject, how and why we are using the data, any third-party recipients, how and why, we are storing the data, retention periods and how we are keeping the data secure

13. Data security

We will protect personal data and keep it safe from unauthorised or unlawful access, alteration, processing or disclosure, and against accidental or unlawful loss, destruction or damage. In particular:

- Where personal information needs to be taken off site, staff/volunteers must sign it in and out from the trust
- Passwords are used to access trust computers, laptops and other electronic devices.
- Staff or volunteers who store personal information on their personal devices are expected to follow the same security procedures as for trust-used equipment
- Where we need to share personal data with a third party, we carry out due diligence and take reasonable steps to ensure it is stored securely and adequately protected (see section 8)
- Please see the Information Security Policy for further details

14. Personal data breaches

The trust will make all reasonable endeavours to ensure that there are no personal data breaches.

In the unlikely event of a suspected data breach, we will follow the procedure set out in appendix 1.

When appropriate, we will report the data breach to the ICO within 72 hours.

15. Safeguarding

The trust understands that the UK GDPR does not prevent or limit the sharing of information for the purposes of keeping vulnerable people safe.

The trust will ensure that information pertinent to identify, assess and respond to risks or concerns about the safety of a service-user or child is shared with the relevant individuals or agencies proactively and as soon as is reasonably possible. Where there is doubt over whether safeguarding information is to be shared, especially with other agencies, the trust will ensure that they record the following information:

- Whether data was shared

- What data was shared
- With whom data was shared
- For what reason data was shared
- Where a decision has been made not to seek consent from the data subject or their parent
- The reason that consent has not been sought, where appropriate

The trust will aim to gain consent to share information where appropriate; however, will not endeavour to gain consent if to do so would place a child at risk. The trust will manage all instances of data sharing for the purposes of keeping a child safe in line with the child protection and safeguarding policy.

16. DBS Data

All data provided by the DBS will be handled in line with data protection legislation; this includes electronic communication. Data provided by the DBS will never be duplicated. Any third parties who access DBS information will be made aware of the data protection legislation as well as their responsibilities as a data handler.

17. Training

Data protection may form part of continuing professional development, where changes to legislation, guidance or the trust's processes make it necessary.

18. Monitoring arrangements

This policy will be reviewed and updated when any changes take place to data protection law. Otherwise, or from then on, this policy will be reviewed at least every 2 years and shared with the full governing board.

19. Links with other policies/documents

This data protection policy is linked to our:

- Safeguarding Policy
- Information Security Policy
- Data Breach Procedure
- Online Safety Policy
- Acceptable Use Agreement
- Freedom of information publication scheme

Use of the website indicates acceptance of these terms.

20. Website Content and User Interaction Disclaimer

20.1 General Statement

The trust may, from time to time, publish or allow the publication of content on its website, including messages, posts, or information submitted by users or third parties. While reasonable steps may be taken to monitor content, the trust does not guarantee the accuracy, legitimacy, or reliability of any such information.

20.2 No Endorsement

The inclusion of any message, post, or user-generated content on the website does not constitute endorsement, approval, or verification by the trust. The trust accepts no responsibility for the conduct, intentions, or representations of individuals or organisations featured on the platform.

Users of the website are responsible for exercising their own judgement and due diligence before engaging with any content, offers, or individuals encountered through the website. This includes taking appropriate steps to verify the identity and legitimacy of third parties.

20.4 Limitation of Liability

The trust shall not be held liable for any loss, damage, or harm (including but not limited to financial loss, fraud, or misrepresentation) arising from interactions with users, reliance on posted content, or engagement with third parties via the website.

20.5 Content Removal

The trust reserves the right to remove, restrict, or modify any content at its discretion where it is deemed inappropriate, misleading, or potentially harmful. However, the trust is under no obligation to monitor all content or prevent all instances of misuse.

20.6 Acceptance

By accessing and using the website, users acknowledge and accept the terms of this disclaimer and agree that any actions taken based on website content are at their own risk.

Appendix 1: Personal Data Breach Procedure

This procedure is based on guidance on personal data breaches produced by the ICO

- On finding or causing a breach, or potential breach, the staff member or data processor must immediately notify the trust

- The trust will investigate the report and determine whether a breach has occurred. To decide, the trust will consider whether personal data has been accidentally or unlawfully:
 - o Lost
 - o Stolen
 - o Destroyed
 - o Altered
 - o Disclosed or made available when it should not have been
 - o Made available to unauthorised people

- The trust will make all reasonable efforts to contain and minimise the impact of the breach, assisted by relevant staff members/volunteers or data processors where necessary. (Actions relevant to specific data types are set out at the end of this procedure)
- The trust will assess the potential consequences, based on how serious they are, and how likely they are to happen.
- The trust will work out whether the breach must be reported to the ICO. This must be judged on a case-by-case basis. To decide, the trust will consider whether the breach is likely to

negatively affect people's rights and freedoms, and cause them any physical, material or non-material damage (e.g. emotional distress), including through:

- o Loss of control over their data
- o Discrimination
- o Identity theft or fraud
- o Financial loss
- o Unauthorised reversal of pseudonymisation (for example, key-coding)
- o Damage to reputation
- o Loss of confidentiality
- o Any other significant economic or social disadvantage to the individual(s) concerned

If it is likely that there will be a risk to people's rights and freedoms, the trust must notify the ICO.

- The trust will document the decision in case it is challenged at a later date by the ICO or an individual affected by the breach. Documented decisions will be stored on the trust computer system.
- Where the ICO must be notified, the trust will do this via the 'report a breach' page of the ICO website within 72 hours. As required, the trust will set out:
 - o A description of the nature of the personal data breach, including, where possible:
 - ♣ The categories and approximate number of individuals concerned
 - ♣ The categories and approximate number of personal data records concerned
 - o The name and contact details of the head of the trust
 - o A description of the likely consequences of the personal data breach
 - o A description of the measures that have been, or will be, taken to deal with the breach and mitigate any possible adverse effects on the individual(s) concerned
- If all the above details are not yet known, the trust will report as much as they can within 72 hours.

The report will explain that there is a delay, the reasons why and when the trust expects to have further information. The trust will submit the remaining information as soon as possible.

- The trust will also assess the risk to individuals, again based on the severity and likelihood of potential or actual impact. If the risk is high, the trust will promptly inform, in writing, all individuals whose personal data has been breached. This notification will set out:
 - o The name and contact details of the trust
 - o A description of the likely consequences of the personal data breach
 - o A description of the measures that have been, or will be, taken to deal with the data breach and mitigate any possible adverse effects on the individual(s) concerned
 - The trust will notify any relevant third parties who can help mitigate the loss to individuals – for example, the police, insurers, banks or credit card companies.

- The trust will document each breach, irrespective of whether it is reported to the ICO.

For each breach this record will include the:

- o Facts and cause
 - o Effects
 - o Action taken to contain it and ensure that it does not happen again (such as establishing more robust processes or providing further training for individuals)
- The trust board will meet to review what happened and how it can be prevented in future. This meeting will take place as soon as reasonably possible.
Actions to minimise the impact of data breaches

We will take the actions set out below to mitigate the impact of different types of data breach, focussing especially on breaches involving particularly risky or sensitive information. We will review the effectiveness of these actions and amend them as necessary after any data breach.

- Consultation with IT technical support to ensure that software is updated (patched) to minimise a breach
- Password to be changed and the school to follow guidance from the National Cyber Security Centre
- Ensure staff/volunteers use BCC when sending emails to multiple recipients
- Ensure staff/volunteers use the encryption service on email platforms
- The trust ensures use of removable media is prevented.
- All mobile technologies to have security measures in place
- Staff/volunteers to follow a clear desk policy
- All sensitive data that is transported out of the trust is held securely eg locked in car boots, locked cabinets in staff/volunteer's homes

Approval and review

Approved by:	Ray Lancashire
Policy owner:	Queen's Park Trust
Policy author:	Lydia Abou-Jaib
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