

# THE ROYAL LIFE SAVING SOCIETY

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<b>POLICY NO:</b>	<b>RLSS022</b>
<b>POLICY:</b>	<b>PRIVACY AND DATA PROTECTION</b>
<b>ORIGINAL POLICY:</b>	<b>14 May 2018</b>
<b>LAST REVIEW DATE:</b>	<b>11 March 2020</b>
<b>REVIEW DATE:</b>	<b>May 2021</b>

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## 1. INTRODUCTION AND PURPOSE

The Royal Life Saving Society (RLSS) is a Charity registered in England and Wales (Charity Number 306094) constituted under Royal Charter and having members throughout the Commonwealth

The RLSS is not a Public Body for the purposes of Data Protection legislation or the Freedom of Information Act 2000 (UK)

The protection of personal information is important to RLSS. RLSS is committed to respecting the right to privacy and the protection of personal information.

This document sets out:

- What personal and sensitive information RLSS collects;
- How RLSS collects personal and sensitive information;
- How RLSS uses or discloses personal and sensitive information
- How individuals can access or seek correction of information held by RLSS; and
- Who to contact regarding privacy issues and complaints

By providing your personal information to RLSS, you consent to its use, storage and disclosure in accordance with this Policy.

This Policy provides for the way in which RLSS may collect, use, store and disclose information. Third-party entities and subsidiaries, whether owned or acting on behalf of RLSS or a member organisation or not, may be subject to the same privacy laws and may be governed by their own privacy policies. RLSS will always do its utmost to ensure that personal information is respected and protected.

## 2. DEFINITIONS AND PRINCIPLES

### 2.1 Definitions

**Data Controller** means someone (or body) which determines the purposes and methods of processing personal data. Charities such as RLSS will be 'data controllers' in a number of ways, including:

- As an employer processing the personal data of employees, trustees and volunteers
- As a provider of personalised services to beneficiaries and clients.



- As a fundraising or campaigning organisation that has donors and supporters

**Data Processor** means a person or organisation that processes data under instruction of the Controller. Could be internal or external.

**Data Subject** means a person whose data is processed

**Personal Data** means anything, on its own or in conjunction with something else, that can be used to identify a living person. Some data may fall into special categories e.g. Racial or ethnic; physical or mental health; criminal background.

**Processing** means any operation performed on personal data, such as collecting and sharing.

**Third party** means an entity that is involved in some way in an interaction that is primarily between two other entities. Examples of such third-parties could include non-affiliated RLSS organisations or government and law enforcement bodies.

**National Insurance Number** means a unique number issued by the UK Government and used to identify individuals for various official purposes including tax payments, benefits, some investments, electoral registration

## 2.2 Principles of Data Protection

- Personal data must be processed fairly and lawfully
- Personal data must only be obtained for one or more specified lawful purposes
- Personal data must be adequate, relevant and not excessive in relation to the purpose for which it is processed
- Personal data must be accurate and kept up to date
- Personal data must not be kept longer than necessary
- Personal data must be processed in accordance to the rights of the data subject

## 3. SCOPE AND CONTEXT

This Policy shall include Trustees, Committee/Working Group Members other volunteers and employees who may be called upon to request or to collect personal information required for a specific purpose of event to give effect to an RLSS activity.

The RLSS has completed a data mapping process and this policy relates to the known data sets and associated information identified in this data mapping. A data mapping review will be completed periodically.

This Policy should also be read in conjunction with the following RLSS policies.

- RLSS005 – Membership Policy
- RLSS007 – Grievance Policy
- RLSS010 – Conflict of Interest and Improper Use of Information Policy
- RLSS018 – Complaints Handling Policy

This Policy should also be read in consideration of the following directives and policies under which RLSS legally operates.

- General Data Protection Regulations (GDPR) April 2016; effective 25 May 2018
- Data Protection Act 2018 (UK)
- Privacy and Electronic Communications Regulations 2003 (PECR), and as amended



RLSS will develop processes to record, report and learn from Data Security Breaches and “Near Misses” and ensure staff and appropriate volunteers are trained in these

RLSS may amend this Policy from time to time.

## 4. POLICY STATEMENTS

### 4.1 What personal and sensitive information does RLSS collect?

#### a) Personal Information

Generally, personal information is information or an opinion (including information or an opinion forming part of a database) from which it is possible to determine someone's identity.

The information collected by a RLSS about a person will vary depending on the circumstances of collection. It may include, but is not limited to, a person's contact details (name, email and/or postal address, phone number), date of birth, gender, credit card details, driver licence number, passport number, insurance details, employment history, qualifications or communication history with RLSS.

#### b) Sensitive Information

Sensitive information is a type of personal information that also includes information or an opinion about:

- racial or ethnic origin;
- political opinions;
- membership of a political association, professional or trade association or trade union;
- religious beliefs or affiliations or philosophical beliefs;
- sexual preferences or practices;
- criminal record; or
- health, genetic information or disability.

If it is reasonably necessary in the circumstances, RLSS may also collect sensitive information such as a person's medical history, nationality, their ethnic background or disabilities.

RLSS is required by law to obtain consent when collecting sensitive information. RLSS will treat consent to the collection of all sensitive information that is provided to it for use in accordance with this Policy, unless told otherwise.

### 4.2 How does RLSS collect personal and sensitive information?

#### a) Information may be collected when you:

- subscribe to any publication of RLSS, including electronic publications;
- provide details to RLSS in an application form, consent form, survey, feedback form or incident report;
- enter personal information into, or agree to having your personal information entered into, an RLSS online systems;
- access the RLSS website;
- contact RLSS via email, telephone or mail or engage with RLSS via social media;
- participate in any program, activity, competition or event run by RLSS;



- purchase tickets to a RLSS event from RLSS or an RLSS member organisation;
- purchase merchandise, products or services from RLSS or an authorised agent or licensee;
- are elected or appointed to the Board or a committee of RLSS;
- apply for employment or a volunteer position with RLSS; or
- RLSS is required to do so by law (for education, child protection, Work health and safety laws, charitable collections, Good Samaritan, Medical Treatment or other legislation in the UK).

b) Personal Data processed by RLSS

RLSS collects, stores and processes personal data for several purposes, mainly: personnel administration, financial accounting, marketing and the administration of the charity. The detail of this is described in the table below.

Type of data	Purpose	Legal Basis	Retention period
Recruitment <i>Comprising names, addresses, telephone numbers, email address, work history</i>	Recruiting staff	Consent	3 months after recruitment process ends
Personnel <i>Comprising names, addresses, telephone numbers, email addresses, emergency contact details, National Insurance Number, work related disability</i>	Administration	Performance of a contract	Remove most detail 12 months after employment ceases but our payroll/pension agent retains for 7 years after employment ceases. Some details may be retained thereafter to provide records of employment
Payroll <i>Comprising names, payroll number, National Insurance number' tax code, bank details</i>	Administration	Performance of a contract	7 years after end of accounting period
Suppliers <i>Comprising name, address, profession, phone number, Bank Details</i>	Administration	Performance of a contract	Remove most data 12 months after termination of relationship but keep basic information to confirm existence of engagement and for reference for future contracts
Membership list <i>comprising names, addresses, telephone numbers (Whilst members are organisations, the information they have given may relate to individual office holders)</i>	Membership administration and communication	Performance of a contract	2 years after membership ceases
Trustees, Volunteer post holders	Administration	Performance of a contract	2 years after vacating post



<i>comprising names, addresses, telephone numbers, bank details, in some cases age and gender, photographs</i>		Legitimate interest Consent Legal obligation	
Individual volunteers <i>comprising some or all of names, dates of birth; contact details, bank details</i>	Information updates and communication	Consent	Until consent withdrawn
Sponsors/Donors <i>comprising names, contact details</i>	Administration	Legitimate Interest Legal obligation	7 years after contribution
Participants in Events <i>comprising some or all of name, address, phone number, DoB, health details and photographs</i>	Event Management	Consent Performance of a Contract Legitimate interest	3 years after event (Competition records will be kept in perpetuity)
Allied Organisations <i>comprising names, position, E-mail address, phone number, relationship details</i>	Administration	Legitimate interest	Perpetual
Honours/Medal Nominees and Recipients <i>comprising names, addresses, possibly DoB</i>	Administration	Legitimate interest	Records kept in perpetuity; nomination data kept for 3 years
Diploma Holders <i>comprising names, contact details, research details</i>	Administration	Consent Performance of a Contract Legitimate interest	Completed diplomas kept in perpetuity; application forms kept for 3 years
Conference Presenters <i>comprising names, contact details, photographs</i>	Administration	Consent Legitimate interest	Conference papers/presentations kept in perpetuity
Website Downloads <i>comprising names, email contact details, IP address</i>	Administration	Consent	3 years from download

Our legitimate interests include:



- In the case of Administration, we have a legitimate interest to communicate with and inform those who serve the RLSS of its events and meetings and general information about the organisation
- In the case of Event Administration, we have a legitimate interest to ensure that attendees are registered correctly to participate in our events, confirm that they are eligible to attend, and communicate with and inform them about the essential information regarding the event. Our legitimate interest extends to taking photographs at events for the purpose of recording and reporting that event and promoting future events
- In the case of the results of our lifesaving sport events, we have a legitimate interest to maintain the records of the results of all of our events
- In the case of the work presented at our workshops or conferences we have a legitimate interest to record the presenters and authors so that others may benefit from their work
- In the case of the list of honourees of all types we have a legitimate interest to maintain the records of all those who have been awarded honours for exceptional and long service to the RLSS in the various categories
- In the case of Allied Organisations or other connections we have a legitimate interest to maintain the records of those we work with or may work with in connection with our drowning prevention work
- In the case of Funders or Sponsors we have a legitimate interest to maintain the records of supporters and potential supporters and in the case of Funding Applications we have a legitimate interest to maintain the records of applicants and to follow up on grants awarded

#### c) Providing information

Depending on the circumstances, some types of information will be required, and others might be optional. If you do not provide some or all the information requested, this may affect RLSS's ability to communicate with you or provide the requested products or services.

By not providing requested information, you may jeopardise your ability to participate in programmes, workshops or competitions or apply for employment or volunteer positions with RLSS or an RLSS member or companion organisation. If it is impracticable for RLSS to deal with you as a result of you not providing the requested information or consents, RLSS may refuse to do so.

RLSS will only collect information from a person under 16 years of age if a parent or legal guardian has given their prior written approval.

#### d) Collection from third-parties

RLSS or an RLSS Member or Companion Organisation may collect personal information regarding a child from the parent or other responsible person associated with that child.

In some circumstances, RLSS collects information from RLSS Member or Companion Organisation or other third-parties. Examples of such third-parties could include non-affiliated RLSS organisations or government and law enforcement bodies.

RLSS will store and use data obtained from third parties only in accordance with this Policy

#### e) Information storage and protection

RLSS stores information in different ways, including in paper and electronic form. Much of the information we collect from and about our members is added to our database which is hosted



by a third-party data storage provider, RLSSUK. When your information is entered into the RLSS database, the information may be combined or linked with other information held about you.

Security of personal information is important to RLSS. RLSS has taken steps to protect the information we hold from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures RLSS uses includes strict confidentiality requirements of our employees, volunteers, RLSS member and companion organisations and service providers, as well as security measures for system access, and security measures for our website such as firewalls and system encryption.

f) **Information collected and stored by member and companion organisations**

RLSS member and companion organisations collecting and storing information on people from the United Kingdom and European Union shall comply with this Policy and the General Data Protection Regulations (GDPR) April 2016; effective 25 May 2018.

### **4.3 How does RLSS use and disclose personal and sensitive information?**

a) **Use**

RLSS, and third-parties to whom we may disclose personal information in accordance with this Policy, may use your personal information to:

- i. verify your identity;
- ii. complete background checks;
- iii. research, develop, run, administer, report on, record and market competitions, programmes, activities and other events relating to a variety of RLSS sports, workshops and activities,
- iv. assist in competition event management, emergency management information, education offerings and organisation, social events, police or other legal agencies for the purposes of medical treatment amongst others;
- v. respond to emergency situations involving or requiring medical treatment;
- vi. keep you informed of news and information relating to various RLSS events, activities and opportunities via various mediums.

RLSS may use health information to ensure that programs we operate are run safely and in accordance with any special health needs participants may require. Health information may also be kept for insurance purposes. In addition, we may use de-identified health information and other sensitive information to carry out research, to prepare submissions to government or other regulatory bodies, or to plan events and activities.

#### *Disclosure*

RLSS may disclose your personal information to a range of organisations which include, but are not limited to:

- RLSS Member and Companion Organisations and other organisations involved in RLSS and lifesaving;
- companies we engage to carry out functions and activities on RLSS's behalf, including direct marketing;
- in the case of staff details, our payroll and pension agents
- our professional advisers, including our accountants, auditors and lawyers;



- our insurers;
- relevant sporting bodies such as the International Life Saving Federation (ILS), Commonwealth Games Federation (CGF) and the World Anti-Doping Agency (WADA) and in other circumstances permitted by law.

In some circumstances, personal information may also be disclosed outside of the European Union . In such circumstances, RLSS will use its best endeavours to ensure such parties are subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are suitably similar to the UK Privacy Principles.

RLSS may transfer your data to MailChimp for the purpose of group mailing of newsletters. MailChimp is based in the USA and subscribes to the EU-US Privacy Shield meaning that MailChimp has adopted work practices that are approved by the EU in relation to data protection practices.

In some cases, RLSS may transfer your data to SurveyMonkey to facilitate the sending of member or participant surveys from time to time. SurveyMonkey Inc. is based in the USA and participates in and has certified its compliance with the EU-U.S. Privacy Shield Framework and Swiss-U.S. Privacy Shield. SurveyMonkey is committed to subjecting all personal information and data received from European Union (EU) member countries and Switzerland, in reliance on the Privacy Shield Framework, to the Framework's applicable Principles.

#### b) Direct marketing

With your consent RLSS will use non-sensitive personal information to provide to you better services and marketing purposes (including disclosure of such information to service providers).

Every person whose data is collected by RLSS has the option to refuse e-mail, SMS or posted offers. You may do this by using the opt-out procedures included in any communication from us (information relating to the option to unsubscribe from those communications may be retained).

If you are still not satisfied at the communication you are receiving, you can also write to RLSS's Privacy and Data Protection Officer via the contact details set out below.

#### c) Other disclosures

In addition, RLSS may also disclose personal information:

- with your consent;
- when required or authorised by law; to an enforcement body when reasonably necessary; or
- to lessen or prevent a threat to an individual or public health or safety.

RLSS does not perform any automated decision-making based on personal data that produces legal effects or similarly significantly affects you.

#### d) RLSS website

When users visit the RLSS website, our systems may record certain information about their use of the site, including the web pages visited and the time and date of their visit. RLSS uses this information to help analyse and improve the performance of the RLSS website.

In addition, we may use "cookies" on the RLSS website. Cookies are small text files that help a website to remember the preferences of users to improve the experience of using that website.





In some cases, the cookies that we use may collect some personal information. RLSS will treat this information in the same way as other personal information we collect. You are free to disable cookies on your internet browser to prevent this information being collected; however, you may lose the benefit of an enhanced website experience that the use of cookies may offer.

Websites linked to the RLSS website are not subject to RLSS's privacy standards, policies or procedures. RLSS does not take any responsibility for the collection, use, disclosure or security of any personal information that you provide to a third-party website.

#### 4.4 Data Subjects Rights

Data Subjects have the following rights concerning your personal data:

Right of access	You have the right to obtain confirmation from RLSS as to whether or not personal data concerning you are being processed, and, where that is the case, access to that personal data. <i>We will process your request within 28 days but may refuse to do so if we consider the request manifestly unfounded, excessive or repetitive</i>
Right to rectification	You have the right to oblige RLSS to rectify inaccurate personal data concerning you. Taking into account the purposes of the processing, you have the right to have incomplete personal data completed by providing a supplementary statement.
Right to erasure (right to be forgotten)	You have the right (under certain circumstances, but not all) to oblige RLSS to erase personal data concerning you. <i>We will object to this request if we believe we will need the data for legal claims or to comply with official authority</i>
Right to restriction of processing	You have the right (under certain circumstances, but not all) to oblige RLSS to restrict processing of your personal data. For example, you may request this if you are contesting the accuracy of personal data held about you.
Right to data portability	You have the right (under certain circumstances, but not all) to oblige RLSS to provide you with the personal data about you which you have provided to RLSS in a structured, commonly used and machine-readable format. You also have the right to oblige RLSS to transmit those data to another controller.
Right to withdraw consent	If the lawful basis for processing is consent, you have the right to withdraw that consent.
Right to object to direct marketing	Where your personal data are processed for direct marketing purposes, you have the right to object at any time to processing of your personal data for marketing, which includes profiling to the extent that it is related to such direct marketing.
Rights in relation to automated decision making and profiling	RLSS does not perform any automated decision-making based on personal data that produces legal effects or similarly significantly affects you.



RLSS will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date. However, we rely on the accuracy of personal information as provided to us both directly and indirectly.

RLSS also relies on member and companion organisations and volunteers to enter data and make their best endeavours to ensure data is accurately recorded.

#### **4.5 Resolving privacy issues and complaints**

If you wish to exercise any of your rights concerning your personal data or have any issues or complaints in relation to the collection, use, disclosure, quality, security of and access to your personal information may be made to the RLSS Privacy and Data Protection Officer at this address:

**Privacy and Data Protection Officer**

The Royal Life Saving Society, Commonwealth Headquarters,  
Red Hill House, 227 London Rd,  
Worcester WR5 2JG,  
UNITED KINGDOM  
Tel: +44 (0)1789 774229  
Email: [commonwealth@rlss.org.uk](mailto:commonwealth@rlss.org.uk)

If you are not satisfied with the response you receive you have the right to lodge a complaint with the supervisory authority. In the United Kingdom this is:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

(t) 0303 123 1113

(e) [casework@ico.org.uk](mailto:casework@ico.org.uk)

For further information on RLSS's management of personal information, please contact RLSS.

#### **4.6 Template Privacy Declaration**

The new privacy laws require organisations to notify individuals at the time that the information is collected. Below is a sample declaration that RLSS will use at the point of data collection to comply with the new requirements (particular wording will be used in specific cases):

***Important Notice Regarding Your Data***

*I understand that the information I have provided is necessary for the legitimate interests of RLSS and the proper management of this RLSS activity and for the administration of RLSS. The information is collected in accordance with the RLSS Privacy and Data Protection Policy (available on request or at [www.rlsscommonwealth.org.uk](http://www.rlsscommonwealth.org.uk)).*

*RLSS may share my information with RLSS Member or Companion Organisations in accordance with the Privacy and Data Protection Policy and with the appropriate authorities necessary for the running of the event and your own health and safety*



*RLSS may also use my information to notify me of other events, news, and to offer the provision of services, including by third-party providers, to me. You have the right to opt out of such notifications*

*I understand that the RLSS Privacy and Data Protection Policy contains information about how I may access, and request correction of my personal information held by RLSS, or to withdraw from receiving RLSS information or to make a complaint about the handling of my personal information and provides information about how a complaint will be dealt with by RLSS. If the information is not provided, I understand my application may be rejected or services may be unable to be provided to me.*

*I consent to the use of my data as described above and to it being transferred to countries outside the European Union where you consider it necessary*

*Privacy and Data Protection concerns should be directed to the RLSS Operations Manager at [Commonwealth@rlss.org.uk](mailto:Commonwealth@rlss.org.uk)*

## 5. ACCESS TO THE POLICY

This policy will be available for viewing by any person on RLSS's website or a copy will be sent upon request.

## 6. FURTHER INFORMATION

For further information on this Policy, please contact:

**The Royal Life Saving Society, Commonwealth Headquarters,**  
Red Hill House, 227 London Rd,  
Worcester WR5 2JG,  
UNITED KINGDOM

Tel: +44 (0)1789 774229

Fax: +44 (0)1789 773995

Email: [commonwealth@rlss.org.uk](mailto:commonwealth@rlss.org.uk)

Website: <http://www.rlsscommonwealth.org>

**Attention: Deputy Commonwealth President**

