



## Data Protection Policy

CP002 Data Protection Policy Document VS 3.0 November 2014

### Objective

The purpose of this Policy is to ensure compliance with the Data Protection Act 1998 and to ensure that InstaGroup discharges all of its legal obligations in this respect.

### Scope

This Policy applies to all activities for which InstaGroup is the data controller and to all InstaGroup staff (including permanent, temporary and contract staff). The term 'personal data' is defined as 'information that relates to a living individual who can be identified from the data'.

This Policy also applies to members of the InstaGroup Snug Network who are responsible for any aspect of the processing of personal data using InstaGroup's Green Deal SMART Assessment Software either through the hosted Property Hub or Apple iPads.

### Responsibilities

This Data Protection Policy has been approved by, and has the full support of, the Directors who are ultimately responsible for compliance with data protection legislation.

The Directors will appoint a Data Protection Officer who has direct responsibility for maintaining this Policy and providing advice and guidance on its implementation. This role is currently performed by Lucy Shadbolt, Director of Green Deal.

All managers will be responsible for implementing this Policy within their areas of responsibility.

All staff will be provided with education and training and will be expected to comply with data protection legislation and adhere to InstaGroup's policies and procedures.

Each company that is a member of the InstaGroup Snug Network will appoint a Data Protection Officer who has responsibility for the implementation of this Policy within their company and for ensuring that the member company's policies and procedures are aligned with this Policy, for all work undertaken for InstaGroup Limited.

### Policy Statement

It is the policy of InstaGroup that:

- Personal data shall be processed fairly and lawfully
- Personal data shall only be obtained for specified and lawful purposes
- Personal data shall be adequate, relevant and not excessive to the purpose(s) for which they are processed
- Personal data shall be kept accurate and up to date
- Personal data shall not be kept for longer than is necessary
- Personal data shall be processed in accordance with the rights of the data subjects
- Personal data shall be protected from unauthorised and unlawful processing and against accidental loss or destruction or damage by appropriate technical and organisational controls
- Personal Data must not be copied or saved to personal PCs/personal portable devices.
- Personal data shall not be transferred to a country or territory outside the EEA unless an adequate level of protection of the rights and freedoms of the data subject(s) can be guaranteed

Further policies and procedures may be produced to support this Policy.

## Data Protection Policy

### Principles

The following principles shall be complied with throughout InstaGroup and the InstaGroup Snug Network.

#### Fair and lawful processing

- All forms used to collect personal data must clearly state the purpose for which the information is being collected or customers must be provided with the standard Privacy Notice before any personal information is collected and recorded
- InstaGroup will not use personal data for any purposes other than those advised to individuals directly or detailed in its entries in the Register of Data Controllers published by the Information Commissioner
- As far as possible, InstaGroup will process personal data only:
  - Where it is necessary for compliance with the law, the performance of a contract, with a view to establishing a contract, or
  - Where it is in the organisation's legitimate business interests to do so
  - Where this is not possible, or in the case of sensitive personal data (see below), consent of the individual will be sought to enable the personal data to be processed
- InstaGroup will obtain the explicit consent of the individual concerned for all processing of sensitive personal data; unless:
  - It is information relating to racial/ethnic origin, religion or disability that is being collected purely for monitoring equality of opportunity or treatment
  - It relates to the employment of InstaGroup staff
- InstaGroup will require all data processors to formally agree that personal data will not be used for any purpose other than as detailed in the privacy notice or as agreed with the data subject (customer/employee)
- InstaGroup will not disclose personal data to third parties unless:
  - Required to by law
  - There is a formal agreement in place to ensure that any processing by the third party will be within the law
  - It is necessary in order to fulfil a legitimate purpose that has been advised to the data subject

### Personal Data Quality

- All forms used to collect personal data shall only ask for information which is relevant to the purpose of the form, including those forms processed electronically
- At least once each year, staff will be provided with an opportunity to confirm the accuracy of personal data held by HR
- Changes in personal data relating to data subjects must be promptly and accurately updated on the appropriate system(s)

## Data Protection Policy

### Subject access

- The Data Protection Officer must be advised of all subject access requests
- Personal data will only be disclosed to the data subject when:
  - The subject access request is made in writing,
  - The authenticity of the individual making the request has been confirmed, and
  - The appropriate fee has been paid (when charged)
- A written record of all subject access requests will be maintained by the Data Protection Officer
- All manual data in relevant filing systems will be reviewed and any personal data relating to 3rd parties either removed, anonymised or consent for its disclosure obtained from the 3rd party
- Responses to subject access requests must include personal data processed by any relevant data processors (e.g. Snug Network members)

### Personal data retention

- Personal data shall not be retained for longer than is required for the purpose for which it was collected
- Staff will review customer information whenever accessed then remove and securely destroy any information which is beyond its retention period.
- InstaGroup will require all data processors to formally agree that personal data will not be retained for longer than the purpose for which they are processing it.

### Staff awareness

- Data protection training will be included in the staff induction process
- All new staff will receive data protection training relevant to their role as soon as possible following commencement of their employment.
- All staff will receive data protection training periodically.
- Guidance material will be available to all staff who process personal data.

### Governance

This Policy will be reviewed regularly, at least on an annual basis, by the Data Protection Officer. Any changes will be passed to the Directors for approval.