

## General Data Protection Regulations

### Essential Guidance

#### Day to Day data

#### What do I need to know?

All staff and volunteers are personally responsible for ensuring they comply with the new GDPR regulations.

#### What is Personal Data?

- Name
- Address
- Phone number
- Email Address
- Date of Birth
- Photograph or Video
- Special Category Data – this is information such as a person's racial or ethnic origin, religious beliefs, health information or any criminal record.

Please find below some FAQ's you may find useful:

**Question:** If someone approaches you with their personal information who wants to support Guide Dogs, what should I do?

**Answer:** Say thank you and explain you will pass this on. Please pass this information to your volunteer manager or local team via email, telephone or face to face and then destroy the original information (i.e. paper copy or delete the email from your sent and deleted items in your inbox).



**Question:** I am friends with another volunteer or service user and have their contact details stored on my mobile phone, is this allowed?

**Answer:** Of course, as you will be using this for personal use which is not related to your volunteering role.

**Question:** I have personal details of a volunteer or service user as part of my volunteer role, is this allowed?

**Answer:** Yes. When you no longer require these details as part of your volunteer role, e.g. when you are no longer supporting a service user, you must destroy this information.

**Question:** What if I need these personal details again?

**Answer:** If you believe you need this information again, after you have destroyed it, please contact your volunteer manager or local team.

**Question:** I have personal information about a volunteer or service user on paper (e.g. on a post-it note or a document), is this allowed?

**Answer:** If you no longer need this, it should be destroyed. However, if you need this information to enable you to complete your volunteer role please ensure this is stored in a secure location.

**Question:** My team have a lone working procedure that requires me to leave the address of the service user I'm going to support with my next of kin (e.g. my partner) along with the expected time I'll be home. Is it ok to pass on this information?

**Answer:** Of course. This information should be held securely and deleted when not needed – i.e. when you are back home safely.



### **What do I need to know if I hold personal data?**

- Always keep information up to date
- Only use personal information to support Guide Dogs activities
- Only download or print personal information where necessary and use minimal amount of information required
- Destroy or delete personal information as soon as you have finished with it
- Keep downloaded information on a device that is password protected
- Keep printed information in a secure place
- Always follow Guide Dog Guidelines for keeping and sharing personal data.

If you lose any personal information or share it by mistake report it to your Volunteer Manager immediately.