



the
westway
a community hub for all

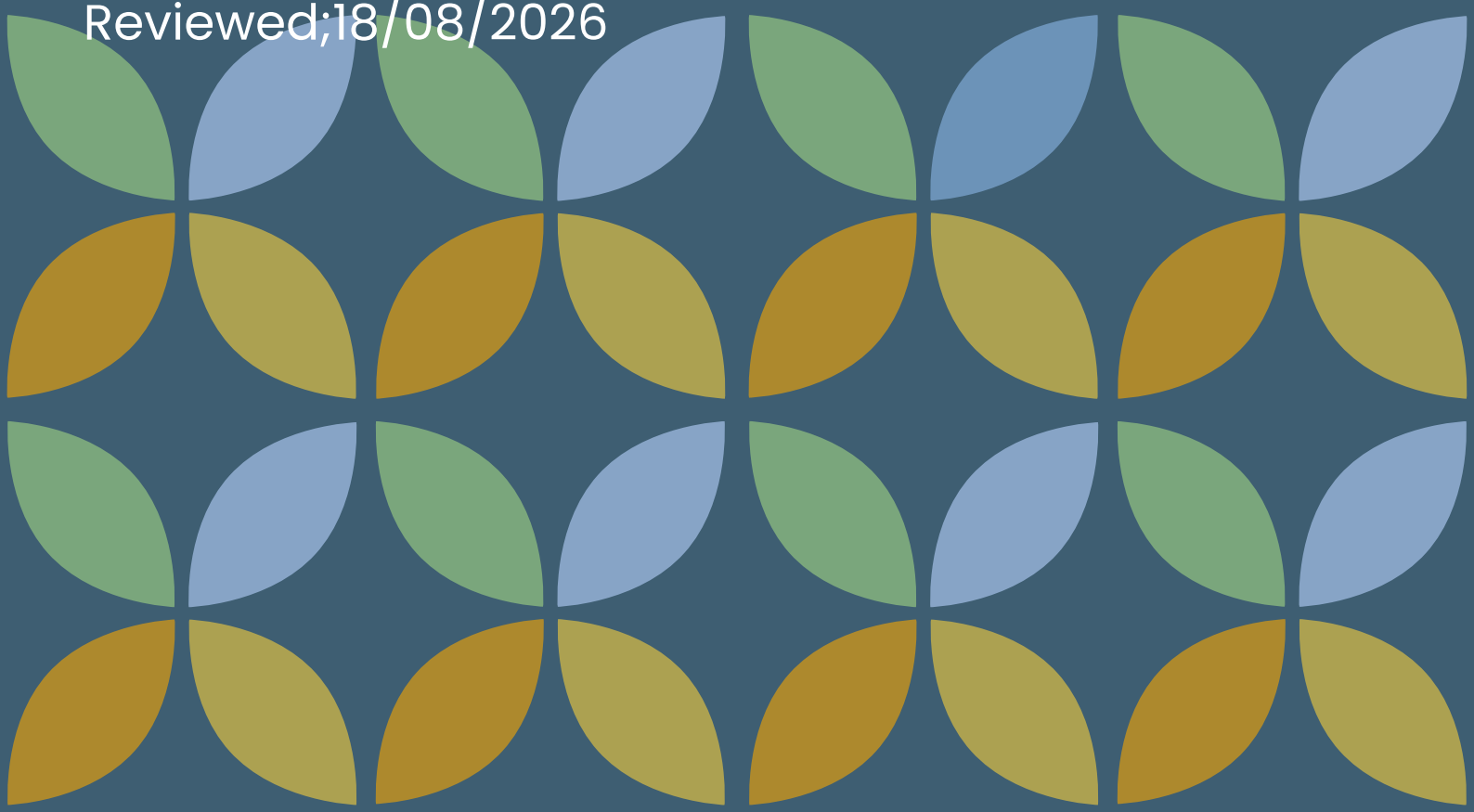
Data Protection Policy

Leads: Mary Marsden, Sue Woodville

Effective Date: 25.07.2025

Review Date: 25.07.2026

Reviewed;18/08/2026



The Westway Data Protection Policy Statement

The Westway is committed to protecting the privacy and security of personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other relevant legislation.

This policy sets out how The Westway collects, stores, processes, and shares personal data relating to staff, volunteers, Trustees, service users, and other stakeholders. We are dedicated to handling personal information fairly, lawfully, and transparently, ensuring that individuals' rights are respected at all times.

The Westway will:

- Collect only the personal data necessary for specified, explicit, and legitimate purposes.
- Process personal data in a manner that is lawful, fair, and transparent.
- Keep personal data accurate, up to date, and secure, protecting it from unauthorised or unlawful processing, accidental loss, destruction, or damage.
- Retain personal data only for as long as necessary for the purposes for which it was collected.
- Provide clear information to individuals about how their data is used and how they can exercise their rights.
- Ensure all staff, volunteers, and Trustees understand their responsibilities in handling personal data and provide appropriate training.
- Comply with all legal obligations regarding data protection and cooperate with the Information Commissioner's Office (ICO) as required.

The Board of Trustees holds ultimate responsibility for data protection compliance, with day-to-day management overseen by the Centre Manager.

Any questions or concerns regarding data protection at The Westway should be directed to the Centre Manager.

1. Introduction

The Westway is committed to protecting the personal data it holds and ensuring compliance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other relevant data protection legislation.

This policy sets out how The Westway collects, processes, stores, and protects personal data and explains the responsibilities of staff, volunteers, and Trustees in relation to data protection.

2. Purpose

The purpose of this policy is to:

- Ensure all personal data is handled in compliance with data protection laws.
- Protect the rights of individuals whose data we hold.
- Set out clear guidelines and procedures for staff, volunteers, and Trustees regarding data protection.
- Minimise the risk of data breaches and unlawful data processing.

3. Scope

This policy applies to all personal data processed by The Westway in any form, including electronic, paper-based, or verbal information, relating to:

- Staff, volunteers, and Trustees.
- Members, clients, customers, and service users.
- Suppliers, contractors, and other third parties.

4. Data Protection Principles

The Westway adheres to the following data protection principles:

- Personal data will be processed lawfully, fairly, and transparently.
- Personal data will be collected for specified, explicit, and legitimate purposes only.
- Personal data will be adequate, relevant, and limited to what is necessary.
- Personal data will be accurate and kept up to date.
- Personal data will be retained only for as long as necessary.
- Data subjects' rights will be respected and facilitated.
- Personal data will be kept secure from unauthorised or unlawful processing, accidental loss, destruction, or damage.
- Personal data will not be transferred outside the UK or European Economic Area unless appropriate safeguards are in place.

5. Roles and Responsibilities

- **Board of Trustees:** Ultimate responsibility for ensuring compliance with data protection legislation and this policy.
- **Centre Manager:** Day-to-day responsibility for data protection implementation, including responding to Subject Access Requests and data breaches.
- **All Staff, Volunteers, and Trustees:** Responsible for complying with this policy and safeguarding personal data in their care.

6. Data Collection and Use

Personal data will be collected only for legitimate purposes such as recruitment, service delivery, communication, and administration. Data will be processed fairly and only shared where authorised and necessary.

7. Data Storage and Security

- Personal data will be stored securely in locked filing cabinets or password-protected IT systems.
- A clear desk policy must be followed to prevent unauthorised access.
- Strong passwords and encryption will be used where appropriate.
- Regular data backups will be performed and tested.

8. Data Subject Rights

Individuals have the right to:

- Access their personal data (Subject Access Request).
- Request correction or deletion of inaccurate or unnecessary data.
- Object to or restrict processing in certain circumstances.
- Data portability.
- Withdraw consent where processing is based on consent.

Requests should be made in writing to the Centre Manager, who will respond within 14 calendar days.

9. Data Sharing

Personal data will only be shared with third parties where necessary and with appropriate safeguards in place. Data will never be sold or disclosed unlawfully.

10. Data Breaches

Any suspected data breach must be reported immediately to the Centre Manager. The Organisation will investigate and, where required, notify the Information Commissioner's Office and affected individuals in accordance with legal requirements.

11. Training and Awareness

The Westway will provide data protection training to all relevant personnel to ensure awareness of responsibilities and best practices.

12. Retention and Disposal

Personal data will be retained only as long as necessary for the purposes it was collected for and disposed of securely thereafter.

13. Who to contact regarding your data

If you have any questions around data and/or our regulations please contact our Centre Manager:

Mary Marsden

mary.marsden@thewestway.org

If for any reason the Centre Manager is not available, and will not be able to respond to your query within 14 days please email the Chair of Trustees.

Caroline Liggins

caroline.liggins@thewestway.org

14. Policy Sign Off

This policy was written by Abi Chapman, Charity Manager on the 20.07.2025

This policy was approved by trustees on 06/11/2025

This policy will undergo a full review by the 20.07.2026

Revised 18/08/2026