



Data Protection and Confidentiality

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1. Purpose

The purpose of this policy is to:

- set out how New Baby Network CIC collects, uses, stores, and protects personal data belonging to service users, staff, volunteers, contractors, and suppliers.
- ensure full compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018)
- guide staff, volunteers, contractors and anyone involved with data at New Baby Network on their legal and ethical duties regarding data confidentiality and privacy.

2. Scope

This policy applies to all directors, employees, volunteers, contractors, and third parties operating on behalf of New Baby Network CIC.

Personal Data includes any information relating to an identified or identifiable living individual (e.g., names, email addresses, medical/health notes, photos, audio). It can be stored electronically or on paper, and includes images and audio recordings as well as written information.

Data protection is about how we, as an organisation, ensure we protect the rights and privacy of individuals, and comply with the law, when collecting, storing, using, amending, sharing, destroying or deleting personal data

All volunteers/staff/contractors of New Baby Network CIC should understand and comply with this policy by:

- cooperating with supervisors and managers on data protection and confidentiality;
- taking reasonable care of data held by them on behalf of New Baby Network;
- attending relevant training relating to data protection; and
- reporting all data protection concerns to an appropriate person (as detailed below)

The responsibility for ensuring the review and practice of this policy lies with the directors of New Baby Network CIC.

3. Lawful Basis & Principles for Processing Data

New Baby Network CIC complies with the 7 UK GDPR Data Protection Principles:

1. Lawfulness, Fairness, and Transparency: Data is processed lawfully and clearly explained to subjects.
2. Purpose Limitation: Data is collected for specified, explicit, and legitimate purposes only.
3. Data Minimisation: Only data that is strictly necessary is collected.
4. Accuracy: Personal data is kept accurate and up to date.
5. Storage Limitation: Data is held no longer than necessary.
6. Integrity and Confidentiality: Appropriate security measures protect data against loss or unauthorised access.
7. Accountability: We maintain records demonstrating compliance.

Where sensitive information (e.g., health information, maternal mental health details, ethnicity) is collected, explicit consent or an applicable legal exemption under Article 9 UK GDPR will always be established beforehand.

Communication with data subjects:

When gathering data about service users, staff, volunteers, contractors or suppliers, we will ensure we follow the principles of GDPR by:

1. Getting consent to collect the data, and providing a way for them to update, change or withdraw their details
2. Communicate purpose for collecting the data (e.g. to sign up for newsletter, for collating, anonymising and sharing with funders, to improve the service)
3. Clearly state whether the data will be used publicly, and whether it will be used anonymously or with identifying data
4. Only using the data collected for the designated purpose
5. Providing a link to this policy and our privacy policy for further information

In working with commissioners and funders, we will ensure that clarity is obtained on why we may be asked to provide information, what will be done with the information provided and aligning with best practices of those organisations

When collecting data via website forms, sign-ups, or paper documents, we will:

- Provide transparent Privacy Notices detailing why data is collected and how it will be used.
- Obtain clear, positive opt-in consent for marketing communications (e.g., Mailchimp newsletters).
- Clarify if anonymised data will be shared with funders/commissioners to improve services.
- Use compliant third-party data processors (e.g., Eventbrite, Mailchimp) bound by adequate transfer mechanisms (e.g., UK IDTA / SCCs).

Deciding on validity of data collection:

All collection of data will be assessed for legitimate interests by asking:

- What is the reason for collecting this data?
- Can this purpose be met without collecting this data?
- Can the data be collected and anonymised in storage, or separated so sensitive information is held separately from identifiable information?
- Is the legitimate interest at odds with the individual's interests, rights, or freedoms?

4. Confidentiality

As part of their roles at New Baby Network CIC, staff, volunteers or contractors may learn information about the organisation or service users. This information should be kept confidential and not shared with others, unless required (see “legal and safeguarding exceptions”), in an anonymised way during supervision for learning and support, or in order to be able to meet another requirement of their role (e.g. reporting, feedback etc.).

5. Storing Data

New Baby Network CIC uses a cloud based software to store personal data. We will maintain the safety of that data by:

- using best practice tools like MFA/2FA, password recommendations and regular archiving
- maintaining device security via automatic screen locks, up-to-date anti-virus protection, and mandatory device passwords/PIN
- limiting access to data to only those who need it to carry out their roles
- ensuring all staff/volunteers/contractors who do collect or access data have relevant training and support to maintain best security practices
- when personal data is deleted this should be done safely such that the data is irrecoverable

Data is stored and communicated with a minimum of 128 bit encryption.

6. Archiving and Removal

Personal data will not be held indefinitely. Retention schedules are structured as follows:

Data Type	Length	Justification
Financial & Contractual Records	6–7 years post-financial year end	HMRC requirement
Safeguarding & Child Support Records	7 years following termination of relationship (or up to age 25 where required)	Early years best practice
General Marketing & Email Lists	Retained until consent is withdrawn or individual becomes inactive	
Volunteer / Staff Records	7 years post-departure (or up to 25 where children have been supported required)	Early years best practice

When data reaches the end of its retention period, it will be securely erased or permanently anonymised.

Requests to remove personal data will be considered on an individual basis to ensure compliance with other legal responsibilities (e.g. related to safeguarding of children and vulnerable adults).

7. Exceptions

Exceptions to this policy apply in the case of some safeguarding, legal or other requirements. We may be requested or required to share personal data. Confidentiality may be broken without consent strictly under emergency or statutory obligations. The most common examples are listed below:

1. Immediate risk of serious harm or abuse to a child or vulnerable adult, including harming themselves
2. Prevention or detection of a serious crime.
3. If you are required to by law, for example, for some professions, any suspicion of forced marriage or female genital mutilation.
4. If an individual gives information which indicates a possible terrorist threat.

8. Rights of Individuals

Data Subject Rights Individuals have the right to:

- Access their personal data via a Subject Access Request (SAR) free of charge (response provided within 1 calendar month).
- Request rectification of inaccurate details
- Request erasure of data ("Right to be forgotten") subject to legal constraints.
- Withdraw consent at any time where consent was the lawful basis.

Requests should be sent to the Directors: newbabynetwork@gmail.com

9. Breach

In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, New Baby Network CIC shall promptly assess the risk to people's rights and freedoms and if appropriate report this breach to the ICO within 72 hours.

Staff, volunteers and contractors should report breaches to New Baby Network CIC Directors.

10. Summary for Volunteers

Complete self-h training on data protection level 1 before starting your volunteer role.

Information you learn about individuals during your volunteering should be kept confidential and not shared with others, unless required (see "exception"), in an anonymised way during supervision for learning and support, or in order to be able to meet another requirement of their role (e.g. reporting, feedback etc.).

Do not keep or store any personal data anywhere other than the cloud storage used by New Baby Network CIC (if you need access to this, it will be provided following training and support).

Do not communicate personal data over unencrypted methods (google mail, @newbabynetwork.co.uk email addresses and WhatsApp all meet our minimum encryption requirements).

Keep any devices you use for New Baby Network roles password protected, and ensure they turn off after a short period of inactivity. Follow strong password recommendations for accounts, and do not share your log ins or access details with anyone else.

Policy first agreed: May 2020

First review: January 2021

Second review: February 2022

Third review: November 2023

Fourth review: March 2024

Fifth review: January 2025

Sixth review: August 2026

Appendix 1 - Data Protection Principles

New Baby Network CIC is committed to processing data in accordance with its responsibilities under the DPA.

DPA requires that personal data shall be:

- a. processed lawfully, fairly and in a transparent manner in relation to individuals;
- b. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- c. adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- d. accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- e. kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the DPA in order to safeguard the rights and freedoms of individuals; and
- f. processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.”

Appendix 2 - Data Protection in Contracts

Non-Executive Director Contract

15. Data Protection

15.1. The Company will collect and process information relating to you in accordance with the privacy notice which is available on the website <https://newbabynetwork.co.uk>

15.2. When handling personal data in connection with your appointment by the Company on the terms of this letter, you shall comply with the Company's privacy policy.

Group Facilitator Contract

3.1 The Contractor shall at any time while this Agreement remains in force and after it has terminated or expired comply with the data protection and confidentiality policy of the New Baby Network CIC. The contractor will:

3.1.1 not disclose confidential information to any third party;

3.1.2 keep all disclosed personal or business information strictly confidential;

3.1.3 only use any confidential information for the proper exercise of their rights and the performance of their obligations under this Agreement.

3.2 This clause shall not apply to information which:

3.2.1 was already lawfully known, or became lawfully known to either of the parties by means other than in relation to this Agreement;

3.2.2 becomes or which became generally known to the public by publication or other lawful means otherwise than due to a breach of this Agreement;

3.2.3 is required to be disclosed by law, order or by the lawful intervention of a regulatory body.

2.2. The processing of Personal Data and all other confidential information on behalf of New Baby Network CIC must not be undertaken outside a GDPR compliant country without prior written consent from New Baby Network CIC and must at all times comply with the Data Protection Act 2018 and any locally applicable laws, regulations, rules or otherwise, relating to data protection.

The parties confirm that they will only use any information provided in accordance with New Baby Network CIC privacy statement and they will only keep the information as long as is necessary. New Baby Network CIC abides by the eight Data Protection Act principles and it requires all those who supply or use data to abide by those principles. New Baby Network CIC acknowledges that Contractors have rights under the Data Protection Act 2018 to gain access to all of the confidential personal data that New Baby Network CIC holds about them. If the Contractor wishes to gain access to this data they should contact New Baby Network

CIC. Enquiries should be addressed to the Directors New Baby Network CIC, 27 Ross, Rowley Regis, B65 8BW. New Baby Network CIC is required to provide the Contractor with this information within one month of the receipt of their enquiry.