



Together Our Community (TOC)

Data Protection Policy

Last updated: May 2026

Applies to: all staff, volunteers, trustees, and anyone working on behalf of TOC

Introduction

Together Our Community (TOC) (the Charity) collects and uses certain types of personal information about staff, trustees, volunteers, and other individuals who come into contact with the Charity. TOC is committed to the correct and lawful treatment of this information. This helps to maintain confidence in the organisation and ensures that TOC abides by the law.

The UK GDPR applies to all computerised data and manual files if they come within the definition of a filing system.

Personal Data

'Personal data' is information that identifies an individual. A sub-set of personal data is known as 'special category data'. This special category includes:

- race or ethnic origin
- political opinions
- religious or philosophical beliefs
- trade union membership
- physical or mental health
- an individual's sex life or sexual orientation
- genetic or biometric data for the purpose of uniquely identifying a natural person

Special category data is given additional protection, and additional safeguards apply if this information is to be collected and used.

The Charity does not seek or hold special category data about staff, trustees, or young people except where it has been notified of the information and has a lawful basis for holding it, or where it has been provided voluntarily.

Special Category Data and Equality of Opportunity

We may collect and use limited special category data, including information relating to disability, where it is necessary to promote and secure equality of opportunity for young people with disabilities. This processing is carried out under Article 9(2)(g) of the UK GDPR (substantial public interest) and Schedule 1, Part 2, Paragraph 8 of the Data Protection Act 2018 (equality of opportunity or treatment). We only process this information where it is essential to understand individual needs, remove barriers to participation, and ensure fair access to our programmes and services. All such data is handled in accordance with the data protection principles, subject to strict access controls, and supported by an Appropriate Policy Document that sets out our retention, security, and governance measures. We do not use this information for purposes unrelated to equality of opportunity, and we retain it only for as long as necessary to fulfil these aims.

The Data Protection Principles

Article 5 of the UK GDPR sets out six data protection principles which must be followed at all times:

- Personal data shall be processed fairly, lawfully, and in a transparent manner.

- Personal data shall be collected for specific, explicit, and legitimate purposes, and shall not be further processed in a manner incompatible with those purposes.
- Personal data shall be adequate, relevant, and limited to what is necessary for the purpose(s) for which it is being processed.
- Personal data shall be accurate and, where necessary, kept up to date.
- Personal data processed for any purpose(s) shall not be kept for longer than is necessary for that purpose or those purposes.
- Personal data shall be processed in such a way that ensures appropriate security of the data, including protection against unauthorised or unlawful processing and against accidental loss, destruction, or damage.

In addition, the Charity is committed to ensuring that at all times, anyone dealing with personal data is mindful of the individual's rights under the law.

The Charity is committed to complying with these principles at all times. This means that we will:

- Inform individuals as to the purpose of collecting any information from them, and identify who we will share the information with.
- Be responsible for checking the quality and accuracy of the information.
- Regularly review the records held to ensure that information is not held longer than is necessary, and that it has been held in accordance with the data protection principles.
- Ensure that when information is authorised for disposal it is done in accordance with our disposals policy.
- Ensure appropriate security measures to safeguard personal information whether it is held in paper files or on our computer system, and follow the relevant policies.
- Share personal information with others only when it is necessary and legally appropriate to do so.
- Set out clear procedures for responding to requests for access to personal information (subject access requests).
- Report any breaches of the UK GDPR. See TOC's IT and Information Security Policy.

Conditions for Processing

Personal data may only be processed where one of the following conditions is met:

- The individual has given consent that is specific to the particular type of processing activity.
- The processing is necessary for the performance of a contract to which the individual is a party, or is necessary for the purpose of taking steps prior to entering into a contract.
- The processing is necessary for the performance of a legal obligation to which the Charity is subject.
- The processing is necessary to protect the vital interests, including health and safety, of the individual or another person.

Use of Personal Data by the Charity

The Charity collects and uses certain types of personal information about staff, trustees, volunteers, and other individuals who come into contact with the Charity. In each case, the personal data must be treated in accordance with the data protection principles outlined above.

Any wish to limit or object to the use of personal data should be notified to the TOC team in writing. If, in the view of the lead managers, the objection cannot be maintained, the individual will be given written reasons why the Charity cannot comply with their request.

Staff, Trustees, and Volunteers

The personal data held about staff, trustees, and volunteers will include contact details, employment or volunteer history, information relating to career progression, and any other information that it is necessary for the Charity to hold in order to perform its obligations as an employer or to manage its volunteer workforce.

The data is used to comply with legal obligations placed on the Charity in relation to employment. We may pass information to other regulatory authorities where required by law.

It should be noted that information about disciplinary action may be kept for longer than the duration of the sanction. Although treated as "spent" once the period has elapsed, the record will normally be retained for a period appropriate to the severity of the matter.

Young People

TOC collects and uses personal information about the young people who participate in our programmes. This may include contact details, emergency contact information, attendance records, information about health and medical needs, details of any disabilities or additional needs, and records of the support and activities provided.

We use this information to deliver our services, keep young people safe, meet our legal and safeguarding obligations, and ensure that every young person can access and benefit from what we offer. Where young people have additional health or care needs, we may also hold more detailed information about those needs and the arrangements in place to support them.

This information is held securely and shared only where necessary. Our Privacy Notice for Young People sets out in full how we collect, use, and protect this information, and explains the rights of young people and their families.

Other Individuals

The Charity may hold personal information in relation to other individuals who have contact with the Charity, such as self-employed tutors or suppliers. Such information shall be held only in accordance with the data protection principles and shall not be kept longer than necessary.

Security of Personal Data

The Charity will take reasonable steps to ensure that members of staff, volunteers, and trustees will only have access to personal data where it is necessary for them to carry out their duties. The Charity will take appropriate measures to keep personal data secure at all times.

Disclosure of Personal Data to Third Parties

The following list includes the most usual reasons that the Charity will authorise disclosure of personal data to a third party:

- To give a confidential reference relating to a current or former employee.
- For the prevention or detection of crime.
- For the assessment of any tax or duty.
- Where it is necessary to exercise a right or obligation conferred or imposed by law upon the Charity (other than an obligation imposed by contract).
- For the purpose of, or in connection with, legal proceedings (including prospective legal proceedings).
- For the purpose of obtaining legal advice.
- To partner organisations and community venues, such as sports facilities, volunteer placement providers, and activity sites, where it is necessary to share the names or basic details of young people in order to meet those organisations' own health, safety, and insurance requirements. Information shared in these circumstances is kept to the minimum necessary and is used only to facilitate access and participation.

The Charity may receive requests from third parties to disclose personal data it holds about staff or other individuals. This information will not generally be disclosed unless one of the specific exemptions under data protection legislation which allow disclosure applies, or where necessary for the legitimate interests of the individual concerned or the Charity.

All requests for the disclosure of personal data must be sent to the lead managers, who will review and decide whether to make the disclosure, ensuring that reasonable steps are taken to verify the identity of that third party before making any disclosure.

Subject Access Requests

Anybody who makes a request to see any personal information held about them by the Charity is making a subject access request. All information relating to the individual, including that held in electronic or manual files, should be considered for disclosure.

A subject access request must be made in writing. The Charity may ask for any further information reasonably required to locate the information.

All requests will be handled in line with the Subject Access procedural note.

Other Rights of Individuals

Right to Restrict Processing

An individual has the right to object to the processing of their personal data and to block or suppress the processing. Where such an objection is made, it must be sent to the Charity, who will assess whether there are compelling legitimate grounds to continue processing which override the interests, rights, and freedoms of the individual, or whether the information is required for the establishment, exercise, or defence of legal proceedings.

The Charity shall be responsible for notifying the individual of the outcome of their assessment within 20 working days of receipt of the objection.

Right to Rectification

An individual has the right to request the rectification of inaccurate or incomplete data without undue delay. Where any request for rectification is received, the request and reasons for refusal shall be noted alongside the data and communicated to the individual within 20 working days of receipt.

Where there is a dispute as to the accuracy of the data, the request and reasons for refusal shall be noted alongside the data and communicated to the individual, along with their right to complain to the Information Commissioner's Office (ICO).

An individual also has a right to have incomplete information completed by providing the missing data. Any information submitted in this way shall be assessed for accuracy before being recorded.

Right to Erasure

Individuals have a right, in certain circumstances, to have data permanently erased without undue delay. This right arises in the following circumstances:

- Where the personal data is no longer necessary for the purpose or purposes for which it was collected and processed.
- Where consent is withdrawn and there is no other legal basis for the processing.
- Where an objection has been raised under the right to object, and there is no overriding legitimate interest for continuing the processing.
- Where personal data is being unlawfully processed.
- Where the data must be erased to comply with a legal obligation.

The Charity will decide regarding any application for erasure of personal data and will balance the request against the exemptions provided for in the law. Where a decision is made to erase the data, and this data has been passed to other data controllers or has been made public, reasonable attempts to inform those controllers of the request shall be made.

Right to Object

An individual has the right to object to:

- Processing based upon legitimate interests or the performance of a task in the public interest or exercise of official authority (including profiling).
- Direct marketing (including profiling).
- Processing for purposes of scientific or historical research and statistics.

Where such an objection is made, it must be sent to the lead managers, who will assess whether there are compelling legitimate grounds to continue processing which override the interests, rights, and freedoms of the individual, or whether the information is required for the establishment, exercise, or defence of legal proceedings.

Right to Portability

If an individual wants to send their personal data to another organisation, they have a right to request that the Charity provides their information in a structured, commonly used, and machine-readable format. This right is limited to situations where the Charity is processing the information based on consent or performance of a contract. If a request for this is made, it should be forwarded to the lead managers.

Breach of Any Requirement of the UK GDPR

Any and all breaches of the UK GDPR, including a breach of any of the data protection principles, shall be reported as soon as it is discovered to the lead managers.

Contact

If you have any questions about this policy, please contact: contact@tocommunity.org.uk