

Data Management and Retention Process

This process outlines how data is collected, who has access to it, how long it's retained and where it is kept. The specific data collected and why this is necessary is outlined in the relevant Privacy Statement

Mentors

- Data is collected from potential mentors via a number of forms (see privacy statement, processes and data map). SCM reviews forms and arranges an interview Data kept in Cupboard A.
- Following interview, Administrator updates database; forms added to next Team Training file. Administrator requests references and advises all potential volunteers of next Team assessment & training date in Cupboard B.
- Following training, 2nd interview takes place. If matched, the Mentor's personal file is put together with the Mentee personal file and stored in Cupboard 1
- When match ends file becomes non-active. Case Manager splits file into Mentor personal data and Mentee personal data.
- Mentor file either goes forward for re-match; added to resting. Resting files will remain in filing cabinet 5 until Mentor resumes or DBS expires
- When Mentor ends the personal file is slimmed down by the Case Manager. The slimmed down file goes to Archive; all data removed is destroyed.
- Before archiving all names are added to the Archive folder on the Database by year, young person name and mentor name – alphabetically
- The archived files are kept in secure lock up in filing cabinet (locked) for 70 years.

Parents and Mentees

- Data collected from potential mentees via a number of forms (see privacy statement, processes and data map) – stored in a triage file in cupboard B until matched with mentor.
- Once matched with mentor, information is stored with the Mentor's data in filing cabinet 1. Kept there, information added throughout the mentoring process
- Once match has ended, the mentee data is separated from the mentor data and filed in filing Cabinet 2 (for up to 3 years) until archived.
- Before archiving all names are added to the Archive folder on the Database by year, young person name and mentor name – alphabetically
- The archived files are kept in secure lock up in filing cabinet (locked) for 70 years.

Staff

- During the recruitment process data is collected via various forms (see privacy statement, processes and data map) from all candidates. It is kept in a Job Selection folder held in filing cabinet 4b.
- Recruitment is a multi-stage process (see employee process) which considers all applicants and reduces to a final candidate. All data on all candidates is held in the Job Selection Folder for the entire process until a successful candidate is appointed. Data for all unsuccessful candidates is destroyed. Their name, date and job applied for is recorded on the Database
- Data for the successful candidate is moved to a Personal file. Which is kept in Cupboard 10. On commencing employment additional data and performance records are collected throughout the employment period and added to the Personal File
- The personal file will be kept in Cupboard 10 for the duration of the employment period and for 3 years post ending of the contract. The file will then be moved into Archive and kept for 70 years

Trustees

- Data is collected from potential trustees via various forms (see privacy statement, data map and trustee process) through the selection process. The data is kept in the Trustee file in Cupboard 1.
- If not appointed as a Trustee, the data is removed from the file and destroyed. The name, date and role are recorded on the Database.
- Once successfully appointed as a Trustee data is moved to a personal file and stored in Cupboard 1. At induction the new Trustee will sign and complete a number of additional documents which are added to their personal file and to the Trustees folder kept in Cupboard 1
- Data is kept on file for 3 years following resignation and is moved to Archives. It is stored for 70 years.

Volunteer Supporters

- Data is collected from potential Volunteer Supporters via various forms (see data map and Volunteer supporter process) through the selection process. The data is kept in the Volunteer file in Cupboard B.
- If not appointed as a Supporter, the data is removed from the file and destroyed. The name, date and role are recorded on the Database.
- Once successfully appointed as a Supporter data is moved to a personal file and stored in Cupboard X.
- Data is kept on file for 3 years following resignation, then it is moved to Archives, where it is stored for 70 years. The name is recorded on the Database.

Data Security

For all Stakeholders, Personal Files are always kept in a locked filing cabinets within the SMASH office. If a file is taken out of the office by staff, in the execution of their duty, it is kept in a secure place offsite until returned.

Selected information is also stored on a Database, which is password protected.

The SMASH office is housed within Pinetrees Community Centre - a facility which is managed by a caretaker. The building is monitored and locked when not occupied. The SMASH office is situated upstairs; the corridor can only be accessed with a card key or code. When not occupied the SMASH office is also locked. The last member of staff to leave the office will check that all cabinets are locked before locking the office door.