

Data protection policy

Valid from November 2024 to November 2027

Version 2.3

Contents

1. Definitions
2. Policy statement
3. Accountability
4. Responsibilities
5. Data protection principles
6. Rights of data subjects
7. Data privacy
8. Retention and erasure of personal data
9. Information asset register
10. Data breach management
11. Subject access requests
12. CCTV
13. Data protection training
14. Notification
15. Data protection contacts
16. Review
17. Document control

1. Definitions

- **Personally Identifiable Information:** any information which relates to an identified or identifiable natural person, for example, an individual's name, date of birth or contact details. For the purposes of this policy, personal data also includes special category data (see 1.2 below).
- **Special Category Data:** these are special categories which specifically relate to personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health, or data concerning a natural person's sex life or sexual orientation.
- **Privacy Notice:** Under the UK General Data Protection Regulation ('UK GDPR') and the Data Protection Act 2018 ('DPA'), individuals have the right to be informed about how their personal data is being used. This is documented and communicated through a Privacy Notice and in a clear, transparent and unambiguous manner.
- **Data breach:** A personal data breach means a breach of security leading to the destruction, loss, alteration, unauthorised disclosure of or access to personal data. A data breach extends beyond losing personal data, for example it includes sharing personal data with the wrong person.
- **Data Processor:** Responsible for processing personal data on behalf of a data controller. The UK GDPR and DPA place specific legal obligations on a data processor for example, a requirement to maintain records of personal data and processing activities and a legal liability if found to be responsible for a data breach.
- **Data Controller:** Responsible for determining the purposes and means of processing personal data. The UK GDPR and DPA place obligations on a Data Controller to ensure that contracts with data processors comply with the UK GDPR and DPA. Under the GDPR Article 5(2), the data controller will be responsible for and be able to demonstrate compliance with the data protection principles (as defined in section 5 below).
- **Futures:** Any or all subsidiaries of Futures Housing Group Limited

2. Policy Statement

This policy sets out how Futures will protect all personal special category and criminal convictions personal data, processing it in accordance with all applicable data protection laws and regulations and in particular, in a fair and transparent manner.

It meets the requirement set out in Schedule 1 Paragraph 1 (1) (b) of the Data Protection Act 2018 that a Data Controller should have in place an appropriate policy document where the processing of special category personal data is necessary for the purposes of performing or exercising obligations or rights which are imposed of conferred by the law on the Controller or the Data Subject in connection with employment, social security and social protection.

Legislation and regulations impose restrictions on how personal, special category and criminal convictions data may be processed. This policy meets the requirement set out at paragraph 5 of

Schedule 1 of the Data Protection Act 2018 that an appropriate policy document be in place where the processing of special category data is necessary for reasons of substantial public interest. The specific conditions under which data may be processed for reasons of substantial public interest are set out at paragraphs 6 to 28 of Schedule 2 of the Data Protection Act 2018.

The types of special category data and criminal convictions data processed by Futures, including the relevant lawful basis for processing, is detailed in our Privacy Notice, an up to date copy be found on our website Privacy Notice.

This policy applies to and must be adhered to by Futures' Board Directors, Committee Members, employees (including temporary / agency staff) and third parties (whether current or past processors). The policy applies in relation to the collection, use, retention, transfer, disclosure and destruction of any personal data relating to its customers, suppliers, employees and other third party contacts ('data subjects').

This policy applies to all processing of personal data in electronic form (including email, IP Addresses, biometrics) and in hardcopy form, where it is held as structured data including in manual files. 'Processing' means anything that we do with that data, from collecting it, through storing, sharing to deleting or destroying it.

3. Accountability

Where Futures collects and uses personal, special category and criminal offence data and makes decisions about its use, it is the Data Controller that takes responsibility for how that data is collected and used. In such cases, Futures recognises its responsibility for ensuring compliance with this policy and for demonstrating compliance with the UK GDPR, DPA and related legislation.

It is recognised that non-compliance with this policy may expose Futures to complaints, regulatory action, substantial fines and/or reputational damage.

The Board and Group Directors are fully committed to ensuring the effective implementation of this policy and expect all Board Members, employees, temporary and agency staff and third parties (whether current or past processors) to comply fully with the policy.

Any breach of this policy will be taken seriously and may result in disciplinary action.

4. Responsibilities

Day to day data management: Those referred to in section 3.3 are expected to manage personal data, special category, and criminal offence data in a professional and ethical manner and in line with Futures' Codes of Conduct.

Strategic data management: The Board will oversee Futures' strategic management of data protection.

Monitoring and assurance: Futures Audit and Risk Committee will seek independent assurance over the adequacy and effectiveness of Futures' data protection arrangements. This will include monitoring Futures' management of data

protection risk and using the internal audit plan to assess compliance against applicable data protection laws and regulations.

Delivery and implementation: Futures' Information Governance Forum ('IGF') has responsibility for overseeing the development and delivery of the Information Governance programme. This includes, overseeing policy implementation and promoting an effective security and compliance environment. IGF responsibilities are defined further within the IGF Terms of Reference.

Risk controls: The Co-Executive Team will oversee Futures' operational management of data protection and are responsible for ensuring that all services are designed in compliance with this policy. It will also ensure that appropriate controls, and processes are designed and operate effectively to minimise Futures' risk exposure in relation to data protection.

Reporting breaches: Employees must inform their line manager and the Lead Data Protection Officer as soon as they become aware of data loss, data being deleted, processed or amended without authority or a breach of confidentiality regarding personal data, special category and criminal offence data. Employees can report concerns through Futures' Data Breach Policy and Whistleblowing Policy.

Data security and 'need to know': Employees must not disclose personal or confidential data with anybody who has no right to know, including other employees and third parties. They will also keep such data secure from visitors, other employees and contractors who do not need access to the information to carry out their duties.

Where there is a requirement to disclose personal data internally, this will be done in private and only between employees who have a legitimate right to access that information to carry out their duties.

Data Processors: Third parties who act as data processors on Futures' behalf must acquaint themselves with and comply with this policy and terms agreed through their contracts and signed deeds of variation to their contracts. They must also complete UK GDPR/DPA position surveys as appropriate. Futures will not engage with any third parties who do not comply with this policy or their contractual terms regarding data protection.

The Lead Data Protection Officer: will act as Secretary and Deputy Chair of the IGF and will inform Futures of any changes to data protection laws and regulations, advising Futures on designing appropriate processes to enable compliance with this policy and prevailing laws and regulations. The Lead Data Protection Officer will support Futures Finance and Resources Director in reporting any significant deviation(s) from this policy or data breaches to Futures Chief Executive, Board and Group Audit and Risk Committee. They will also support Futures in delivering training to maintain a strong data protection culture amongst employees and third parties.

5. Data Protection Principles

- The UK retained General Data Protection Regulation ('UK GDPR) Article 5 lay down principles to govern the processing. These principles require personal data to be
- Processed lawfully, fairly and transparently in relation to the data subject ('lawfulness, fairness and transparency');
- 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, in accordance with Article 89(1), not be considered to be incompatible with the initial purposes ('purpose limitation');
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation');
- 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 ('accuracy');
- 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 in accordance with Article 89(1) subject to implementation of the appropriate technical and organisational measures required by this Regulation in order to safeguard the rights and freedoms of the data subject ('storage limitation'); and
- 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 ('integrity and confidentiality').
- The 7th principle requires that the Data Controller is also able to demonstrate their compliance with the requirements of the (UK)GDPR ('accountability')
- **In compliance with this principle Futures will:**
- keep records of all personal data processing activities which can, upon request, be provided to the Information Commissioner's Office;
- undertake Impact Assessments with regards to any high-risk processing of personal data and record the results;
- ensure an individual within our organisation is in charge of monitoring and managing the processing of personal data; and
- have internal processes in place to ensure that personal data is only collected, used or handled in compliance with the GDPR and Data Protection Act 2018.

6. Rights Of Data Subjects

- An individual (data subject) has legal rights around the handling of their data. Futures as a Data Controller will comply with these rights. Employees and third parties processing data

for Futures must understand and preserve these rights Futures' customers, employees, and other data subjects.

- Futures has documented the rights in its Leaflet on Data Subject Rights which is available on the website, and these are as follows:
- Right to be informed of how and why their data is being processed;
- Right to access copies of their own personal data;
- Right to rectification of inaccurate personal data;
- Right to erasure of some or all of their personal data;
- Right to restrict processing of their data;
- Right to data portability in limited circumstances;
- Right to object to particular processing of their data; and
- Right to not be significantly impacted by solely automated decision making.
- In addition, where data processing is on the basis of consent, data subjects have the right to withdraw that consent, and where they are dissatisfied with the way their data is handled, data subjects have the right to raise a complaint with the ICO.
- Although there are exemptions and limitations to the rights, all requests must be considered and initially responded to within one month.

7. Data Privacy

Futures will not ask for information that is unnecessary for the purpose it is being collected. It has documented a Privacy Notice which defines what personal identifiable information it collects, how it is used, with whom it is shared and how it is secured. The Privacy Notice also explains an individual's privacy rights. This is available on Futures' website.

Futures recognises the importance of maintaining high standards with regard to data integrity and privacy. This extends to amending or introducing new processes and systems to ensure continued compliance with data protection laws and regulation.

Futures requires the employee responsible for any process or system which is being updated or replaced to ensure that such revisions comply with relevant data protection laws and regulations. To help with this a Data Privacy Impact Assessment ('DPIA') must be completed by the employee responsible for all new or revisions to systems and processes which involve the processing of personal data. The DPIA enables Futures to assess how personal data and associated risks will be managed during process / system change.

8. Retention And Erasure Of Personal Data

- **Futures has a Data Retention Policy which defines:**
- responsibilities for managing data retention;
- retention periods;
- considerations for retaining / disposing of data; and
- requirements for disposing of data securely.

- The Data Retention Policy applies to anyone processing information on behalf of Futures. All Board Members, employees, temporary and agency staff and third parties are expected to comply fully with the Data Retention Policy.

9. Information Asset Register

Futures documents all of its personal data and purposes for processing in an Information Asset Register ('IAR').

Managers will inform the Lead Data Protection Officer of any changes to personal data being held in the systems / processes which they operate to enable the IAR to be updated with accurate and up to date information. The Governance and Assurance team have responsibility for maintaining the IAR.

10. Data Breach Management

Futures is legally required to report all personal data breaches that meet certain criteria to the ICO within 72 hours of becoming aware of the breach. Failure to notify a breach to the ICO is itself a breach of the UK GDPR and can potentially result in a fine or other action against Futures.

Futures has defined its framework for managing and responding to instances of unauthorised or unlawful processing or data loss, destruction or damage. Requirements are defined within Futures' Data Breach Management Policy and supporting Data Breach Management Procedure and Process Map.

The Data Breach Management Policy defines roles and responsibilities for managing, reporting and responding to data breaches. The Data Breach Management Procedure and Process Map provide guidance on identifying, investigating, reporting and recording a data breach.

All Board Directors, Committee Members, employees (including temporary / agency staff) and third parties (whether current or past processors) are expected to read, understand and follow the Data Breach Management Policy, Procedure and Process Map and any breach of these will be taken seriously and may result in disciplinary action

11. Subject Access Requests

Futures operates a Subject Access Request Procedure which must be followed whenever a request for personal information is received from an individual / data subject. Futures will process all requests in line with data protection legislation.

The Subject Access Request Procedure includes guidance on the processes to be followed by the Governance and Assurance Team. It includes requirements for confirming the identity of the data subject, preparing and checking information and disclosure considerations.

12. Cctv

Futures may undertake surveillance of its offices and properties using CCTV to prevent and detect crime against its people, support law enforcement and to protect it's people and assets.

Futures' Privacy Notice includes details of where Futures' CCTV devices are located and the purposes for which the data are used. All CCTV will comply with the ICO's guide 'CCTV Data Protection Code of Practice'. This will include the use of appropriately sized signs informing of the presence of CCTV, the purpose of using CCTV and the contact details for the Facilities Manager (responsible officer).

As Futures is not a public body, there is no requirement for Futures to comply with the Regulation of Investigatory Powers Act 2000.

13. Data Protection Training

Data Protection training is mandatory for all new starters at Futures and will be delivered as part of their induction. In addition, current employees must undertake annual refresher training in order to maintain awareness of current data protection laws and regulations and Futures' policies and procedures.

14. Notification

- An annual notification is submitted by Futures Finance and Resources Director to the ICO to advise what and how personal data is processed.
- **Futures' ICO registration numbers are as follows:**
- **Futures Housing Group Limited:** Z1720721
- **Five Doorways Homes Limited:** Z2587857
- **Futures Homescape Limited:** Z7118710
- **Futures Homeway Limited:** Z1721653
- **Futures Living Limited:** ZA382458

15. Data Protection Contacts

For general enquiries about Futures' Data Protection Policy and for formal data subject requests under UK GDPR, please email the Lead Data Protection Officer at dataprotection@futureshg.co.uk

Futures' Mandatory Data Protection Officer ('MDPO') is the Lead Data Protection Officer.

16. Review

This policy will be reviewed on a three year basis or earlier in the event of a significant change to UK data protection legislation or regulation.

17. Document control

Valid from	Valid to	Version	Status	Author	Owner	Approval	Description of change
Dec 2012	Dec 2015	1.0	Final	Information Officer	Group Director of Finance	FHG Board 11.12.12	New policy
Oct 2015	Oct 2016					Exec Team	Approved one-year extension
Oct 2016	Mar 2018					Group Directors	Extension due to impending new legislation
May 2018	May 2021	2.0	Final	Risk & Compliance Manager	Group Finance & Resources Director	FHG Board 22/5/18	Major overhaul to reflect UK GDPR
Feb 2019	Feb 2022	2.1	Final	Risk & Compliance Manager	Group Finance & Resources Director	EPB Feb 2019	Minor changes only
Feb 2022	Feb 2025	2.2	Final	Risk & Compliance Manager	Group Finance & Resources Director	Co Exec Feb 2022	Major overhaul including special category and criminal offence data
Nov 2024	Nov 2027	2.3	Final	Risk & Compliance Manager	Group Finance & Resources Director	Co Exec	Minor changes only

Distribution/confidentiality: All team members, temporary and agency staff

Other relevant documents: Data Breach Management Policy; Data Breach Management Procedure; Data Breach Management Process Map; Data Retention Policy; Data Subject Rights Leaflet; CCTV Policy; FHG Privacy Notices; Fraud & Financial Crimes Policy; Privacy Impact Assessment Template; Subject Access Request Procedure; UK GDPR; Data Protection Act 2018; PECR; Information Governance Forum Terms of Reference; Disciplinary Policy and Procedure; ISMS policies; Standing Orders and Financial Regulations; Whistleblowing Policy and Procedure; Codes of Conduct; Agile Working Policy; Probity Policy