



1. Policy statement

Computer Friendly (CF) is committed to ensuring that the personal information it holds is managed responsibly in accordance with relevant legislation.

All Computer Friendly trustees and volunteers must comply fully with this policy.

2. Scope and purpose

The purpose of this policy is to ensure that Computer Friendly complies with legislation when dealing with personal data in electronic or hard copy form. Computer Friendly commits to compliance with the following legislation and subsequent amendments:

- Data Protection Act 2018
- General Data Protection Regulation 2016 (GDPR)
- Privacy and Electronic Communication Regulations 2003 (PECR)

3. Details

Data Protection Acts

The Data Protection Act 2018 tailors the European Union's GDPR for UK application and sits alongside it in UK law. They provide a framework for the handling of personal data, defined as data relating to an identifiable living individual. See the Appendix to this document for further definitions.

They provide seven key principles. Personal data shall be:

1. Processed fairly, lawfully and transparently
2. Collected for a purpose and only used for that purpose
3. Minimised, keeping only what is needed
4. Accurate and kept up to date
5. Not kept for longer than is necessary
6. Kept secure
7. Kept accountable with policies and procedures and record-keeping.

They also provide principles relating to individuals' rights:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

Amongst other requirements, international data transfers are restricted and breaches of the legislation must be reported.

Privacy and Electronic Communications Regulations (PECR) 2003

The Privacy and Electronic Communications Regulations (PECR) give people specific privacy rights in relation to electronic communications.

There are specific rules on:

- marketing calls, emails, texts and faxes;
- cookies (and similar technologies);
- keeping communications services secure; and
- customer privacy as regards traffic and location data, itemised billing, line identification, and directory listings.

Computer Friendly shall not use cookies and shall not make unsolicited marketing calls or send unwanted texts or emails. Every bulk email shall offer the recipient the opportunity to unsubscribe.

Personal data held by Computer Friendly

Computer Friendly holds personal data about

- its trustees, volunteers and applicants
- Its subscribers, supporters and benefactors
- its students

The data held may include some special category (sensitive) data such as health information in addition to ordinary personal data.

Computer Friendly may also receive unwanted personal data on donated devices.

Collecting personal data

Computer Friendly's grounds for collecting data from applicants, volunteers and students are in GDPR terms based on 'legitimate interests' e.g.

- student data, including drop-in clients, are collected in order to contact and provide a service to students and inform them of CF activities.
- trustee, volunteer and applicant data are collected in order to select suitable candidates and to contact them and keep them informed.
- data about donors of devices for recycling are held in case of need to contact (e.g. return items not intended for recycling).
- data for other contacts may be collected for marketing purposes (marketing courses and other activities, waitlisting people interested in courses).

Consent will not be needed as a basis for processing. However, CF shall collect only the personal data necessary for the purpose for which it is collected. Should CF wish to use data for another purpose, a statement to this effect shall be included on the data collection form and the data subject shall be given the opportunity to consent or refuse.

All forms collecting personal data, whether electronic or in paper format, shall include a statement outlining who will use the data and what it will be used for. This includes forms for applicants, volunteers and students.

Managing personal data

Personal data shall be stored securely:

- Trustees and volunteers shall be responsible for ensuring that any personal information that is held by them is kept securely, either physically locked away or password protected, and is not disclosed, either orally or in writing, to any third party outside of a legal requirement or a need for data sharing agreed by trustees.
- CF computers and other CF devices holding personal data shall be encrypted and at end of life disposed of using secure methods
- Personal data must not be downloaded onto personal laptops, handheld devices, memory sticks or other forms of removable media unless protected by encryption or a secure PIN code or other secure form of authentication. Volume data such as databases or mailing lists must only be downloaded onto an encrypted device.

Computer Friendly shall ensure that:

- Personal data will not be kept for longer than is necessary. Policy is to delete contacts when requested or after 7 years of no interaction.
- Personal data will not be sold to any outside organisation.
- Personal data will only be shared with other organisations where necessary for its stated purposes and this sharing will be made explicit in consent clauses.
- Any new software or procedures will identify, meet and support data protection requirements.

Records shall be kept of compliance activities. These include:

- Data collection forms
- Disposal activities
- Policies and procedures
- The handling of subject rights.

Where unwanted personal data comes into the hands of CF volunteers, for example on donated devices, it shall not be stored. The device shall be kept secure until the data can be wiped or the storage unit destroyed at the earliest opportunity.

Breach reporting

Any losses or leaks of personal information by CF volunteers shall be reported in the first instance to the Data Protection Officer and Chair and then if criteria are met to the Information Commissioner's Office.

Subject rights

The right to be informed is covered under Collecting Personal Data above.

Right of access

Computer Friendly shall provide the data subject with the following information when requested:

- Whether CF holds any personal data relating to the enquirer
- A description of the data
- Why it is held and for what purpose and how long
- To whom it may be disclosed

A copy of the information held shall also be provided subject to any exemptions in legislation. All requests for access must be made in writing. CF shall comply with the request within one month.

Other rights

CF shall comply with the data subject's right to require that data is rectified, restricted or erased. The request must be made in writing.

Data subjects shall be removed from mailing lists upon request.

CF shall not use automated decision making or profiling.

The service offered by CF is not fully provided elsewhere therefore the data portability right does not apply.

4. Responsibilities

The Computer Friendly Board of Trustees has overall responsibility for data protection in the organisation.

The Data Protection Officer is the trustee with responsibility for monitoring data protection compliance

All trustees and volunteers have a duty of care towards for the personal information which they manage or have access to.

5. Procedures, communication and training

Computer Friendly shall write data protection requirements into procedures for trustees and volunteers.

Data protection policy and procedures shall be communicated to trustees and volunteers and those that are relevant to members of the public shall be published on the CF web site.

Data protection policy and procedures shall be included in training for trustees and volunteers.

6. Monitoring

Compliance with this policy and related procedures shall be monitored by the Data Protection Officer and the Board of Trustees.

7. Policy Owner and Review

This policy is owned by the Board of Trustees.

This policy was last approved in December 2025.

The next date of review will be December 2028.

8. Document Change History

Date	Author	Reason for change and details
26 November 2023	Alison Gibney	Addition of Document Change History section, after a section break, Change of footer date format to NN MMM YYYY Terminology (use of 'shall', 'must' and 'should') updated to conform to CF Policy Template 2.1
March 2026	John Elvidge	V3.0 to V3.1: Updated following Trustees Review in December 2025. Added more detail into Section 7 to expand description of legitimate interests. Added deletion on request and after 7 years to Section 8. Adjusted headings to match policy template.

Appendix: Data Protection Definitions

Data	Any information which is being processed automatically or recorded in any format.
Personal data/ Information	Data which relates to a living individual who can be identified from that data or from that data and other information. Personal data includes any expression of opinion about the individual and any indication of the intentions of the data controller.
Data controller	The individual or organisation (in this case Computer Friendly) responsible for ensuring that the requirements of the data protection legislation are complied with.
Data subject	An individual who is the subject of personal data.
Sensitive data = Special categories of personal data	Information about an individual's racial or ethnic origin, political opinions, religious beliefs, trade union membership, physical or mental health or condition or sexual life, or biometric or genetic data. Information about the commission or alleged commission of any offence, any proceedings for any offence committed or alleged to have been committed by him/her, while not included in the GDPR 'special categories', should be treated with the same sensitivity.
Legitimate interests	<p>According to recital 47 of the GDPR:</p> <p>(47) The legitimate interests of a controller, including those of a controller to which the personal data may be disclosed, or of a third party, may provide a legal basis for processing, provided that the interests or the fundamental rights and freedoms of the data subject are not overriding, taking into consideration the reasonable expectations of data subjects based on their relationship with the controller. Such legitimate interest could exist for example where there is a relevant and appropriate relationship between the data subject and the controller in situations such as where the data subject is a client or in the service of the controller. At any rate the existence of a legitimate interest would need careful assessment including whether a data subject can reasonably expect at the time and in the context of the collection of the personal data that processing for that purpose may take place. The interests and fundamental rights of the data subject could in particular override the interest of the data controller where personal data are processed in circumstances where data subjects do not reasonably expect further processing. Given that it is for the legislator to provide by law for the legal basis for public authorities to process personal data, that legal basis should not apply to the processing by public authorities in the performance of their tasks. The processing of personal data strictly necessary for the purposes of preventing fraud also constitutes a legitimate interest of the data controller concerned. The processing of personal data for direct marketing purposes may be regarded as carried out for a legitimate interest.</p>