



### 1. Policy statement

Computer Friendly (CF) is committed to ensuring that the personal information it holds is managed responsibly in accordance with relevant legislation so that the privacy of clients and volunteers can be assured.

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

### 2. Scope and purpose

The purpose of this policy is to detail how Computer Friendly collects and uses personal data in electronic or hard copy form and to explain how clients and volunteers may see, update and remove any or all of that information.

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

Computer Friendly are committed to protecting privacy and safeguarding any personal information in accordance with Data Protection legislation. 'Personal Information' is any information held by Computer Friendly which is identifiable as being about an individual. This Policy explains how and why Computer Friendly collects personal information and how it is used.

We may collect the following information about people:

- Name
- Date of birth
- Contact information including email addresses, telephone numbers and postal addresses
- Any other information that you choose to provide when communicating with us.

#### Why do we collect this information and what do we do with it?

The information that we collect about individuals is primarily used to enable us to provide training and assistance. We also keep information about our own volunteers to help us run Computer Friendly operations, including information provided in an application to volunteer. In Data Protection terms this is classed as 'Legitimate Interests'. We may use an individual's contact details to keep them up to date with Computer Friendly news and arrangements.

**Please unsubscribe if you wish to opt out of receiving such communications.**



We ask for an individual's date of birth in order to access funding from the government organisations that support us and for this purpose we share some personal data with them.

We shall not share personal information with any other third parties unless individuals give us permission or we are required to do so by law.

## How do we keep your information safe and secure?

We are committed to ensuring that all personal information is secure.

To prevent unauthorised access or disclosure we have put in place suitable electronic and managerial procedures to safeguard and secure the information we collect.

Any unwanted information received on donated devices is kept secure until it can be wiped or physically destroyed at the earliest opportunity.

## How long do we keep your information?

We shall keep registration information for 7 years from the last contact we had with a person. If somebody subscribes to our communications then we shall keep their name and email address until they unsubscribe.

## Your rights regarding the personal information we hold about you

Data Protection legislation gives each person the right to access the information that we hold about them.

**All subject access requests should be made to [courses@cfsta.org](mailto:courses@cfsta.org) .**

Data Protection legislation gives each person the right to delete or update the information that we hold about them.

**Please email [courses@cfsta.org](mailto:courses@cfsta.org) if you wish us to delete or change your information.**

If you have a complaint about the way we handle your data or respond to your requests under Data Protection legislation please complain in the first instance to the Computer Friendly trustees at our registered address:

**Computer Friendly, Longmire House, 36-38 London Rd, St Albans, England, AL1 1NG**

If you are still not satisfied then to the Information Commissioner following advice on the website [www.ico.org.uk](http://www.ico.org.uk) .

## 4. Responsibilities

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

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

## 5. Procedures, communication and training

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



Privacy 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.

Privacy policy and procedures shall be included in training for trustees and volunteers, refreshed every 3 years.

## 6. Monitoring

Compliance with this policy and related procedures shall be monitored by 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 shall be December 2028.

## 8. Document Change History

Date	Author	Reason for change and details
December 2024	John Elvidge	V2.0 to V3.0 (draft): Applied the standard policy template to V2.1 draft approved by Trustees in September 2024 meeting. Minor changes in pronouns e.g. from “you” to “an individual”. Added statement about volunteers’ data used to run operations.
March 2026	John Elvidge	V3.0 (draft) to V3.0: Updated following review at Trustees Meeting Dec 2025. Section 5: Updated to indicate training is refreshed every 3 years.