

Neighbourhood Watch (NHW) Coordinators' Responsibilities for Members' Personal Data

As a NHW Coordinator you have responsibilities for the collection, management and safekeeping of personal data for your members.

1. Collection of members' personal data:

You may receive members' personal data in several ways:

(i) You may take over as coordinator for an existing watch

- a. If the previous coordinator is available they will transfer all personal details for their members to you;
- b. If the previous coordinator is no longer available you will need to recruit members anew.

(ii) You may create a new watch

You will need to recruit new members, by:

- a. Canvassing door-to-door, giving each prospective member a paper application form and the member's Privacy Notice. They can complete and return the paper application form to you, or they can apply by email.
- b. Responding to email membership requests, sending them the Member's email application and Privacy Notice attachment, which they can reply to by email.

(iii) You may have other coordinators reporting to you who cannot run their own email distribution lists

- a. They will provide you with the email addresses of their members for you to run an email distribution list on their behalf, and any changes to these as they arise.
- b. You must safeguard these members' email addresses in the same way that you safeguard your own members' personal data.

(iv) You may receive updates of changes to existing members' personal details

They will inform you of any changes to their personal details.

2. Safe keeping of members' personal data

You must keep your members' personal data in a safe manner

- (i) **Consent** – you must retain consent emails or paper forms for each member, to provide evidence of authority to keep and use their personal data;
- (ii) **Personal data** – you must retain safely paper or electronic records of all your members' data;
- (iii) **IT Security** – computers used to store members' data must have a firewall and virus-checking installed, and set up to receive automatic security patches and updates;
- (iv) **Backup** - Keep a separate backup of electronic records of members' personal data;
- (v) **Deputy** - Nominate a deputy to keep a backup of your members' personal data, so that it may be recovered should your original records become unavailable. By default, this may be the coordinator to whom you report.

3. Use of members' personal data

- (i) Members' personal data is only to be used to convey NHW information to them. This is defined to be any information relating to safety, security or protection of individuals or their property and possessions.
- (ii) Information may be passed to members by email, by phone, or in person.
- (iii) Email distribution lists to members must be sent using bcc (blind copy) so that no member will see the email addresses of other members.