



FAN – Friends and Neighbours

...Bringing people together
to meet, listen and talk...

Data Protection Guidelines for Volunteer Facilitators

Thank you for being a FAN Facilitator. We really value your time and commitment.

Part of your role is helping us to keep people's information safe. The FAN Charity has a [Data Protection Policy](#) outlining how we gather, use and store personal information. You may hear it referred to as GDPR which stands for General Data Protection Regulation. All Facilitators are asked to follow it so that everyone feels safe and respected.

Facilitator training includes GDPR and good practice procedures.

If you keep personal information such as, contact details of a FAN Group member, Data Protection rules apply.

When can I keep someone's contact details or other personal information?

You can only keep personal information if:

- ✓ The person says **YES** (this is called giving consent or opting in)
- ✓ They know why you are keeping it
- ✓ They know how you will use it
- ✓ They know they can ask you to delete it
- ✓ The information is stored safely and never shared.

If they do not say yes, or they do not reply, you must delete their details. You must ask people to **opt in**. You cannot assume they are happy for you to keep and use their details.

You must not share anyone's personal information without their consent. E.g. putting photographs of them online.

What information can I collect from FAN Group members in my Facilitator role?

Only collect what you need. Usually this is someone's contact details. You should only collect this if they want to receive FAN information.

FAN Staff, Trustees and other FAN volunteers do not need to have your Group members' personal details. We only ask for meeting statistics such as how many people attended, where they are from etc.

At least once a year, ask people if they would like you to keep their contact details and continue sending them information. Give a deadline for replies. You will be sent a reminder and a suggested form of words for this.

- If someone says NO, or does not reply, delete their details.
- If someone stops attending, delete their details.

The FAN Charity: Information Guide: Data Protection Guidelines for Volunteer Facilitators

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Sending Messages

Always use BCC (Blind Copy), when emailing a group. This keeps everyone's email address private. Do not use To or CC for group emails.

Please do not use WhatsApp Groups for FAN messages because everyone can see each other's phone numbers. You may send individual WhatsApp messages-

Make it clear to anyone receiving your messages that they can opt out at any time. Add a line to your message telling them that they can reply with the word STOP if they do not wish to receive your messages. If someone tells you to STOP, delete their contact details, do not send them any more messages.

If someone asks you for the contact details of a FAN Group attendee, please explain that we cannot share them.

If the Facilitator Changes

If a new Facilitator takes over, or a new Facilitator starts to share the role, Group members must give fresh, clear permission before their details are passed on to the new Facilitator. The previous Facilitator must delete all personal information they hold if they do not plan to continue in the Facilitator role.

Store Information Safely

Keep information on a password-protected phone or computer or in a locked drawer or cabinet. Make sure no one else can access it.

Summary:

- Before storing a Group member's information, ask yourself: 'Do I really need this?'
- Did they clearly say YES?
- Can they easily stop messages?
- Is their information stored safely?
- At least once a year, check they still want to receive messages from you.

If you are ever unsure, please ask your FAN Officer for advice. It is always better to check!

Cardiff, Barry, Bridgend and Newport – Janina Janina.kuczys@thefancharity.org

West Wales – Philippa Philippa.wisdom@thefancharity.org

Trustee lead on Data Protection matters: dataprotection@thefancharity.org

FAN phone 07880 630553

Thank you for helping us to keep everyone's information safe!