



SHP Data Processing Notice

OPERATIONAL CLIENT SERVICES

Data Type	Data Storage	Contractual	Legal	Consensual	Legislation (if applicable)	Retention
<ul style="list-style-type: none"> • First and Second Name • Date of Birth • Gender • Address and Contact Details • Ethnicity, Sexuality, Disability and Literacy • Next of Kin and GP Details • Economic Status • NI, HB and NHS Numbers • Social Services ID 	INFORM (Salesforce) Pyramid (OmniLedger) Client File (Hard Copy) while in receipt of service	X	X		Limitation Act 1980	7 years
<ul style="list-style-type: none"> • Initial Needs and Risk Assessment information, including physical and mental health conditions and offending history • Support and Risk Management information (Goals, Short Objectives, Support Plan Summary) (Identified Risk Records and Risk Management Plan summary) • Contact and engagement information (Action Records) • Income/Benefits information 	INFORM (Salesforce) Pyramid (OmniLedger) Client File (Hard Copy) while in receipt of service	X	X		Limitation Act 1980	7 years

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• Final support outcomes and case closure information (Case Closure/Satisfaction Survey)						
• Occupancy Management information	INFORM (Salesforce) Pyramid (OmniLedger) Client File (Hard Copy) while in receipt of service	X	X		Limitation Act 1980	7 years
• Incidents, Safeguarding Concerns and Complaints information	INFORM (Salesforce) Pyramid (OmniLedger) Client File (Hard Copy) while in receipt of service	X	X		Limitation Act 1980	15 years
• Sanctions and Warnings information and letters	INFORM (Salesforce) Client File (Hard Copy) while in receipt of service					7 years

HR & ORGANISATIONAL DEVELOPMENT

Data Type	Data Storage	Contractual	Legal	Consensual	Legislation (if applicable)	Retention
Applicant Personal data (health, gender, age, ethnicity, address, bank details etc)	On contractor/suppliers' secure cloud based system In SHP network, on paper files	X	X			6 months
Employee Personal Data (health, gender, age, ethnicity, address, bank details, right to work in UK, leave and	On contractor/suppliers' secure cloud based system In SHP network, on paper files	X	X		National Minimum Wage Regulations 2015 (SI 2015/621), reg.59.	Length of employment and 7 years post

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absence, etc)					<p>Working Time Regulations 1998 (SI 1998/1833), reg.9.</p> <p>Statutory Maternity Pay (General) Regulations 1986 (SI 1986/1960), reg.26.</p> <p>Statutory Paternity Pay and Statutory Adoption Pay (Administration) Regulations 2002 (SI 2002/2820), reg.9 and Statutory Shared Parental Pay (Administration) Regulations 2014 (SI 2014/2929), reg.9</p> <p>Immigration, Asylum and Nationality Act 2006 s.21 and Immigration (Restrictions on Employment) Order 2007 (SI 2007/3290), art.6.</p> <p>Income Tax (Pay As You Earn) Regulations 2003 (SI 2003/2682), reg.97.</p>	employment
<p>Locum Worker Personal Data (incl employees who do locum work)</p> <p>(health, gender, age, ethnicity, address, bank details, right to work in UK, leave and absence, etc)</p>	<p>On contractor/suppliers' secure cloud based system</p> <p>In SHP network, on paper files</p>	X	X		<p>National Minimum Wage Regulations 2015 (SI 2015/621), reg.59.</p> <p>Working Time Regulations 1998 (SI 1998/1833), reg.9.</p> <p>Statutory Maternity Pay (General) Regulations 1986 (SI 1986/1960), reg.26.</p>	7 years after the last shift worked

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					<p>Statutory Paternity Pay and Statutory Adoption Pay (Administration) Regulations 2002 (SI 2002/2820), reg.9 and Statutory Shared Parental Pay (Administration) Regulations 2014 (SI 2014/2929), reg.9</p> <p>Immigration, Asylum and Nationality Act 2006 s.21 and Immigration (Restrictions on Employment) Order 2007 (SI 2007/3290), art.6.</p> <p>Income Tax (Pay As You Earn) Regulations 2003 (SI 2003/2682), reg.97.</p>	
Agency Worker CV data and working time records	<p>On contractor/suppliers' secure cloud based system</p> <p>In SHP network, on paper files</p>	X	X		<p>Companies Act 2006, ss.386 to 389.</p> <p>Value Added Tax Act 1994, sch.11, paragraph 6.</p> <p>Value Added Tax Regulations 1995 (SI 1995/2518), reg.31.</p>	(Timesheets) 7 years after the invoice period for the work carried out
Supplier Personal Data (eg trainers', agency staff: names, address, bank details etc)	<p>On contractor/suppliers' secure cloud based system</p> <p>In SHP network, on paper files</p>	X	X		<p>Companies Act 2006, ss.386 to 389.</p> <p>Value Added Tax Act 1994, sch.11, paragraph 6.</p> <p>Value Added Tax Regulations 1995 (SI 1995/2518), reg.31.</p>	

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BUSINESS DEVELOPMENT & FUNDRAISING DEPARTMENT

Data Type	Data Storage	Contractual	Legal	Consensual	Legislation (if applicable)	Retention
Individual Giving Donor and Fundraisers Personal Info (name, address, email, gift aid status)	<ul style="list-style-type: none"> SHP M Drive – Fundraising folder Inform JustGiving Portal Stripe GoCardless Email Inboxes CAF Portal 			X		7 Years
Corporate Partners Corporate Partner Employees Personal Info (name, job title, work email address, phone number) Corporate Volunteers Personal Info (name, job title, work email address)	<ul style="list-style-type: none"> SHP M Drive –Fundraising Folder Inform Email Inbox 			X		7 Years
Trusts and Foundations Foundation employee contact details (name, job title, work email address, phone number)	<ul style="list-style-type: none"> SHP M Drive – Fundraising Folder Inform Email Inbox 			X		7 Years
Community Fundraisers Personal Info (name, email address, phone number, place of study – where applicable for student fundraisers)	<ul style="list-style-type: none"> Email Inbox 			X		7 Years

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COMMUNICATIONS DEPARTMENT

Data Type	Data Storage	Contractual	Legal	Consensual	Legislation (if applicable)	Retention
Client Case studies <ul style="list-style-type: none"> Photography, video, audio files, transcripts of first person accounts of people’s lives, 	<ul style="list-style-type: none"> SHP X: Drive SHP website 			X		5 years
E Newsletter subscribers <ul style="list-style-type: none"> name, surname, email address, date acquired , donor information 	<ul style="list-style-type: none"> Mailchimp 			X		7 years
Internal staff mailing list <ul style="list-style-type: none"> name, surname, job title, service location, email address 	<ul style="list-style-type: none"> Mailchimp SHP X: Drive 			X		7 years

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