



PRIVACY NOTICE UNDER DATA PROTECTION ACT 2018 & EU GENERAL DATA PROTECTION REGULATION

Who is going to be in control of my personal data?

The information which you provide will be controlled by Nagalro of PO Box 264, Esher, Surrey, KT10 0WA. You can also contact Nagalro by telephone on 01372 818504, or by email to nagalro@nagalro.com.

What is going to happen to my personal data?

Nagalro will never sell your personal information or (unless you ask us to) pass your personal information to any third parties, aside from those carrying out specific tasks for Nagalro, who have agreed to keep that information safe and not to pass it on or use it for any other purpose.

Nagalro Members. Nagalro will use the personal data which it collects from its full members, associate members, retired members and subscribers to *Seen and Heard* for:

- The administration and management of Nagalro;
- Sending out information about Nagalro, professional and legal topics of interest to Nagalro members, training courses and opportunities which may be of interest or benefit; and,
- Where you have additionally subscribed to the Nagalro Directory, supplying details of suitably qualified ISWs to those who are seeking to commission a piece of independent social work.

We will not give out details of members of Nagalro, who are not subscribers to the Nagalro directory, to people enquiring about the availability of an ISW to carry out a piece of work. If there are no suitable directory members for the work, we will, with the consent of the person making the enquiry, forward the enquirer's details to suitably qualified Nagalro members who are not members of the directory. Those members may then decide for themselves whether they wish to put themselves forward for the work.

Non-Members. Where you have agreed that we may do so, Nagalro will use personal information from non-members for the purpose of informing you about future publications, events and training which may be of interest to you.

Conferences and Training Events. Nagalro prepares a list of the names, occupations and locations of those who attend a specific training event for administrative purposes. This is part of our arrangements for the safety and security of delegates at the specific event. Provided you have given us your consent when

booking, your details will appear on the list of participants which is made available to delegates in the pack handed to them at the start of the event. You are not obliged to give your consent and your booking will still be accepted even if you do not consent.

None of the information which Nagalro holds will be used in any form of automated decision making.

Will anyone outside Nagalro receive my personal data?

To carry out its work on behalf of its members Nagalro needs to supply its members' personal data to third parties. These are:

- Administrative personnel;
- The editor of *Seen and Heard*;
- The mailing company contracted with Nagalro to send out *Seen and Heard* and other direct mailings from Nagalro to its members and the subscribers to *Seen and Heard*;
- The auditors of Nagalro; and
- The insurers with whom Nagalro arranges the professional indemnity insurance block policy for its members and the brokers through whom such insurance is arranged.

All those people are subject to contractual requirements in relation to your data to keep the information safe and secure, not to part with the information or use it for any purpose other than the one for which Nagalro provided it to them and to return the information to Nagalro at the end of the contract, deleting all copies from their systems.

We will not transfer personal data which we hold to countries outside the European Economic Area.

How long will Nagalro hold my personal data for?

The answer to this question depends on the nature of your relationship with Nagalro:

- For full members, who have the benefit of insurance cover under the Nagalro professional indemnity block policy, personal data will be held for seven years after the end of your membership or until the conclusion of any claims against you under the policy, whichever shall be the longest. Thereafter, to protect you against the possibility of insurance claims by children, for whom the limitation period would not start to run until they were 18 years old, we will delete all your information save for your name, last registered address and dates of membership.
- For associate members, retired members and subscribers to *Seen and Heard*, we will retain your data whilst you remain a member of Nagalro or a subscriber to *Seen and Heard*. Thereafter, we will retain the whole of your information until the end of the membership year following the last year of

your membership. At that point we will delete all your personal data, save for your name, last registered address and the dates of your membership. At the end of a period six years after the end of your membership of Nagalro, the remaining data will be deleted.

- If you have provided personal data in connection with your attendance at a training event, conference or other event open to non-members of Nagalro, we will delete this information two years after you provide the data to us, unless you renew your consent to the data being held for a further period of two years so that we can continue to inform you about forthcoming events.

What rights do I have in relation to my data?

You have the right to ask for the following things from us in relation to your personal information:

- You may request details of the personal information which we hold about you. We will provide you with details of that information together with:
 - The purpose for which your data is or was being processed;
 - The categories of personal information held;
 - The recipients of your personal information (if any) and whether any recipients are located in a third country;
 - The period for which the data will be stored; and
 - Your rights in relation to that data, which are, additionally, detailed below.
- Where we are processing information on the basis of a consent which you have given, you have the right to withdraw that consent at any time;
- You have the right to have any inaccurate personal information about you rectified;
- Where there is no other legal basis for retaining the information, you have the right to ask that your personal information should be erased;
- You have the right, in appropriate circumstances, to place restrictions on the processing of your personal data;
- You have the right to have your personal data transferred to another data processor;
- You have the right to object to your data being processed.

Any communications with us about your data should either be sent by email to nagalro@nagalro.com or by post to PO Box 264, Esher, Surrey, KT10 0WA

How do I complain about the use of my personal data?

If you are unhappy about the way in which your personal information has been handled by Nagalro, you may lodge a complaint with the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Can I decline to provide some of my personal data to Nagalro?

Personal information is sought from members when they apply to join Nagalro. The amount of information requested is the level which Nagalro judges to be the minimum necessary for the efficient operation of the organisation and the provision of services to members. There is no legal requirement that you must be a member of Nagalro before working as a children's guardian, family court advisor or independent social worker. If an applicant declines to provide the information sought, Nagalro may decline membership.

4 May 2018

Reviewed and agreed by Nagalro Council on 13 January 2020