

Data Subject Deletion Request Procedure for Hereford and Worcester Scouts County

Issue 1 : March 2018

About this procedure

This procedure defines how Hereford and Worcester Scouts County will manage data subject requests to delete (erase) data ('right to be forgotten') in accordance with the UK Data Protection Bill 2017. It should be read in conjunction with current information and guidance published by the UK Information Commissioner's Office (ICO – <http://ico.org.uk/>)

Note that once the UK leaves the European Union, additional requirements of the European Union General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) may continue to apply with respect to data processed relating to EU citizens, which may include youth members and volunteers. As Hereford and Worcester Scouts County does not regularly process data relating to citizens of the EU as a matter of course, it is considered that the UK Data Protection Bill 2017 will meet the requirements of the EU GDPR regulation. Should this position change this procedure will be reviewed.

The general requirements for data protection are defined in the Hereford and Worcester Scouts County Data Protection Policy.

Note that the right to request data deletion ('right to be forgotten') is not absolute and applies when:

- The personal data is no longer necessary in relation to the purpose for which it was originally collected/processed (i.e. the data retention period defined in the Data Protection Policy has elapsed)
- The individual withdraws consent (e.g. terminates their membership)
- The individual objects to the processing and there is no overriding legitimate interest for continuing the processing (including storage)
- The personal data was unlawfully processed (i.e. otherwise in breach of the UK Data Protection Act).
- The personal data has to be erased in order to comply with a legal obligation.

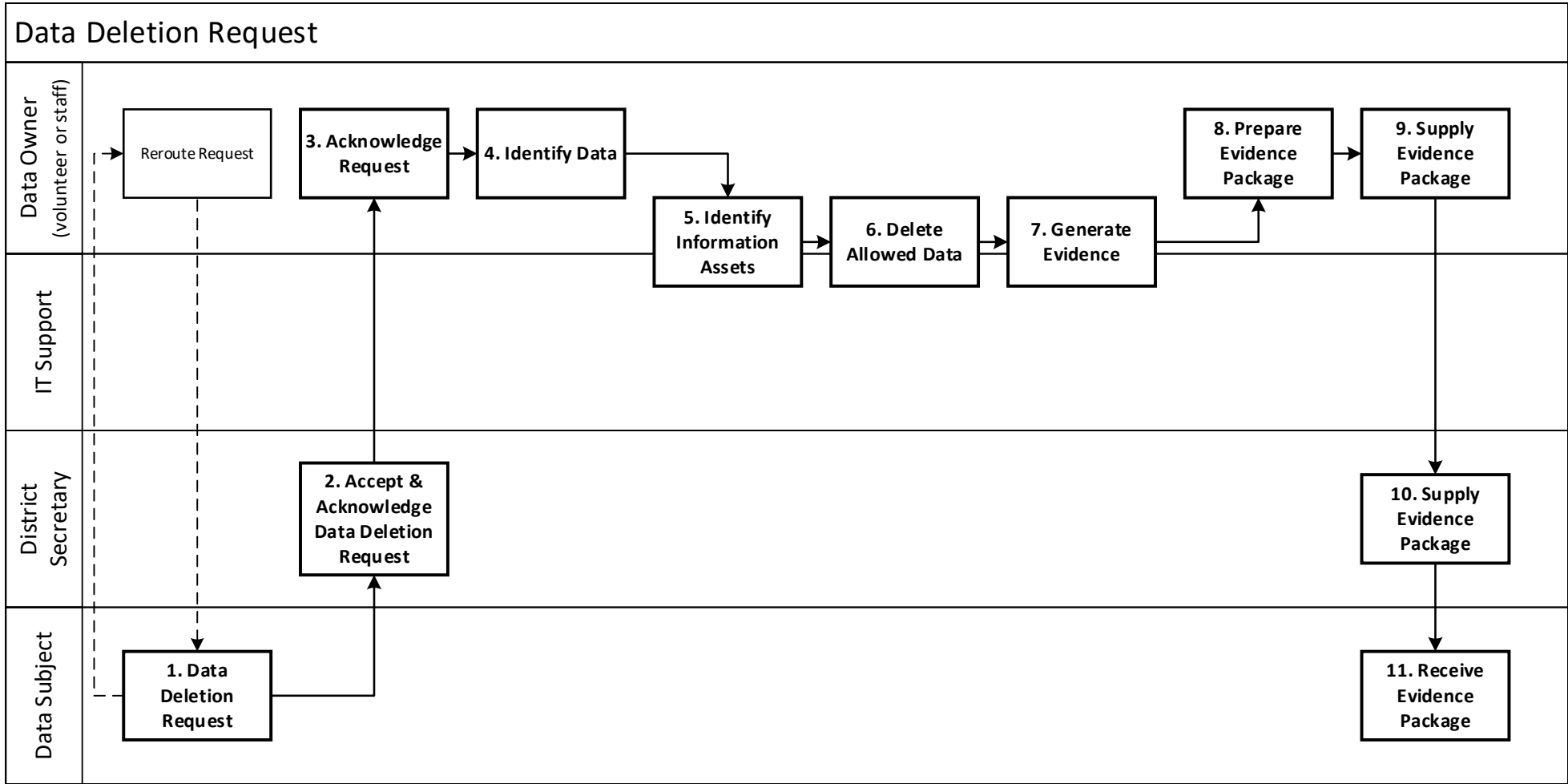
Note that because children may not have been able to fully appreciate the risks of providing consent while a minor, additional consideration should be given to requests to delete data when the data relates to a young person, regardless of their age at the time of the deletion request.

The Hereford and Worcester Scouts County may choose not to delete the data for the following reasons:

- To exercise the right of freedom of expression and information (e.g. data contained in a Hereford and Worcester Scouts County newsletter, blog etc)
- To comply with a legal obligation for the performance of a public interest task or exercise of official authority (e.g. to retain safeguarding or safety data)
- For public health purposes in the public interest (e.g. medical records relating to an outbreak of illness on camps)
- Archiving purposes in the public interest, scientific research historical research or statistical purposes (e.g. data of historical significance to local or national scouting)
- The exercise or defence of legal claims (e.g. complaints data, employment records, financial records etc)

Where such requests are refused, the Hereford and Worcester Scouts County Secretary must advise the data subject of the reason why the request will not be complied with.

The general process for implementing data subject correction requests is shown overleaf. Note that depending upon the scope of the request, this process may be combined with a data deletion request.



This process is described in more detail below

Step	Description
1. Data Deletion Request	<p>The Data Subject makes a data subject deletion request. This should be directed to the Hereford and Worcester Scouts County Secretary (any member of staff of any other volunteer, including the data owner (Responsible Officer) should direct the request to the Hereford and Worcester Scouts County Secretary).</p>
2. Accept and Acknowledge Data Deletion request	<p>The Hereford and Worcester Scouts County Secretary should immediately acknowledge receipt of the data subject deletion request.</p> <p>The Hereford and Worcester Scouts County Secretary should maintain a log of all requests including:</p> <ul style="list-style-type: none"> • Date request received • Data subject name and contact details • Scope of data subject deletion request • Date of request acknowledgement • Date data deletion confirmed <p>The Hereford and Worcester Scouts County Secretary may, in consultation with the Data Protection Officer, refuse a data deletion request as outlined above.</p> <p>Where the scope of the request is not specific, the Hereford and Worcester Scouts County Secretary should seek to clarify the scope of the request i.e. exactly what data should be deleted.</p> <p>The Hereford and Worcester Scouts County Secretary should inform the Data Protection Officer that a data subject deletion request has been received and the Data Protection Officer should provide support and guidance as needed.</p> <p>The Hereford and Worcester Scouts County Secretary should determine, with support from the Data Protection Officer, whether the data subject deletion request is complex or simple.</p> <p>If the request is considered complex (see Annex 1), the Hereford and Worcester Scouts County Secretary should inform the data subject that the request is complex and that the requested data will be deleted within 90 days.</p> <p>If the request is not considered complex (see Annex 1), the Hereford and Worcester Scouts County Secretary should inform the data subject that the data will be deleted within 1 month.</p> <p>The Hereford and Worcester Scouts County Secretary should inform the data owner(s) (Responsible officers) of the data subject deletion request.</p>
3. Acknowledge Request	<p>The data owner(s) (Responsible Officers) should acknowledge the data correction deletion to the Hereford and Worcester Scouts County Secretary and prioritise their activities accordingly</p>
4. Identify Data	<p>Based upon the defined scope of the data subject deletion request, the data owner(s) (Responsible Officers) should identify the specific datasets that need to be edited or deleted.</p>
5. Identify Information Assets	<p>Based upon the defined scope of the data subject deletion request, and the datasets identified by the data owner(s) (Responsible Officers), the data owner(s) and Hereford and Worcester Scouts County IT Support will identify the appropriate IT Assets e.g.</p> <ul style="list-style-type: none"> • Hard copy folders or file store • Office 365 datastore (e.g. email account, OneDrive folders SharePoint site and webpart [list, folder, database]) • Other system or database (e.g. Cinolla CRM, Compass) <p>Note that at this stage it may be discovered that data may have been shared with third parties (e.g. the Scout Association. The Scout County, Scout Groups etc). Where this is</p>

Step	Description
	the case the third party should be requested to also delete the data and provide evidence of compliance.
6. Delete Allowed Data	<p>Using appropriate search criteria (filters, date ranges, keywords etc) derived from the scope of the data subject correction request, the data owner(s) (Responsible Officers) and Hereford and Worcester Scouts County IT Support will securely delete data and records within the scope of the request (as hard copies and/or a separate electronic copy).</p> <p>Where records contain personal data within the scope of the deletion request and other data (which may need to be retained for other purposes), consideration should be given to deleting only the personal data to pseudonymise the record.</p> <p>Hard copies should be shredded and disposed of as confidential waste. Electronic data should be permanently erased where possible (not just marked as deleted or moved to archive)</p> <p>If there are any queries with respect to the deletions to be made, these should be clarified with the data owner(s) (Responsible Officers), Hereford and Worcester Scouts County Secretary or data subject as appropriate.</p>
7. Generate Evidence	<p>The data owner(s) (Responsible Officers), assisted by the Hereford and Worcester Scouts County IT Support will generate and retain evidence of the data deletion being made.</p> <p>This will typically include:</p> <ul style="list-style-type: none"> • A copy of the hard copy data that has been destroyed • A copy of the electronic data that has been deleted • Before and after screen shots of the deleted record or database <p>Care should be taken to redact any evidence in accordance with step 7 of the data subject access request procedure to ensure that the evidence contains no personal, sensitive or confidential data.</p>
8. Prepare Evidence Package	<p>The data owner(s) (Responsible Officers) should prepare the necessary evidence package. This should be in a human accessible format (hard copy or electronic copy which is readable through readily available software e.g. PDF readers). Data should be organised in a logical order (e.g. dataset type, date order etc) although it is not necessary to provide a complete index or search facility.</p>
9. Supply Evidence Package	<p>The data owner(s) (Responsible Officers) should supply the evidence package to the Hereford and Worcester Scouts County Secretary in a suitable format (usually a hard copy folder with all contents secured, or a secure electronic store to which suitable access can be granted e.g. through the use of a temporary, read only Hereford and Worcester Scouts County account and User ID).</p>
10. Supply Evidence Package	<p>The Hereford and Worcester Scouts County Secretary should supply the evidence package to the data subject in a suitable format as defined above, and request acknowledgement of receipt from the data subject.</p> <p>A record of transmittal should be retained and the data subject deletion request log updated.</p>
11. Receive Evidence Package	<p>The data subject receives the evidence package (or access to the evidence package) and should acknowledge receipt.</p>

Annex 1 – Complex Data Subject Deletion Requests

Hereford and Worcester Scouts County considers the following data subject correction requests to be complex. Where this is the case, acknowledgement of the request should be provided to the data subject within 30 days of receiving the request and the evidence should be provided to the data subject as soon as possible, and always within 90 days of receiving the request.

- Any request involving data held in the Hereford and Worcester Scouts County archive at Beamish Museum
- Any request involving a combination of electronic and hard copy data
- Any request involving multiple data stores from within the Hereford and Worcester Scouts County Office 365 environment (e.g. email accounts, OneDrive folders, SharePoint sites [lists, folders, databases])
- Any request involving a Hereford and Worcester Scouts County Office 365 data store and any other system (e.g. Cinolla CRM system, Compass membership database etc)
- Any request involving data held by Hereford and Worcester Scouts County volunteers in personal (secure) storage locations

All other such requests are considered simple and the data should be corrected and evidence provided to the data subject within 30 days of receiving the request.

If in doubt, the Data Protection Officer, balancing the rights of the data subject and the ability of the Hereford and Worcester Scouts County to correct the data, will provide a definitive determination of whether a data subject correction request is considered simple or complex.