



DATA BREACH POLICY

1. Overview

- 1.1 As an organisation, Norfolk County Golf Limited (“**NCG**”, “**we**”, “**us**”, “**our**”) values the personal information that is entrusted to us by our members, our employees, our volunteers, our officers and other third parties. It is extremely important to us that we uphold that trust in the way in which we handle, use, store and protect personal data.
- 1.2 We are committed to adopting high standards in our protection of data and in addressing privacy concerns. Not only are we putting in place appropriate technical and security measures, but also ensuring that we have privacy and the protection of data at the heart of our decision-making processes across the organisation.
- 1.3 We are dedicated to being open and transparent with individuals about how we use and handle their information.
- 1.4 It is also important to recognise the role of our staff when considering data protection compliance. We will ensure that we provide training to staff who handle personal information as part of their job.

2. General Data Protection Regulation (“GDPR”)

- 2.1 The GDPR came into effect on **25 May 2018**.
- 2.2 The GDPR is an EU Regulation, and therefore will have direct effect in the UK, replacing the existing Data Protection Act 1998.
- 2.3 This policy (and other data protection-related policies operated by NCG) have, where possible, been written with the implementation of GDPR in mind. However, please note that as the GDPR is not yet in force, these documents will need to be reviewed and updated on an ongoing basis to ensure compliance.
- 2.4 Fundamental to the GDPR is a new standard of accountability. All organisations, including NCG, will be required to demonstrate and evidence how they comply with the data protection principles (as set out further in the Privacy Standard). Compliance with this policy (and our other data protection-related policies) will assist us in doing so.

3. About this policy

- 3.1 This policy applies to all staff unless otherwise indicated. This policy therefore applies to officers, employees (whether part-time or fixed term), volunteers, consultants, contractors, agents, casual and temporary or agency staff (collectively referred to as “**Personnel**”, “**you**”, “**your**”).
- 3.2 This policy may be amended from time to time and Personnel will be directed to certain parts of the policy as and when it is reviewed and updated.
- 3.3 This policy does not form part of any employee’s contract of employment or any other Personnel’s contractual terms.
- 3.4 The officers of NCG will have overall responsibility for data protection compliance within the organisation and for ensuring this policy (together with other data protection-related policies operated by NCG) are adhered to and comply with the relevant legal obligations.

- 3.5 This policy will be reviewed from time to time by the officers to ensure that its provisions continue to meet the relevant legal obligations and reflect best practice.
- 3.6 We recognise that the correct and lawful treatment of personal data will maintain confidence in the organisation and will provide for successful business operations. Protecting the confidentiality and integrity of personal data is a critical responsibility that we take seriously at all times. It is important to note that NCG is exposed to potential fines of up to €20 million (approximately £18 million) or 4% of total worldwide annual turnover, whichever is higher and depending on the breach, for failure to comply with the provisions of the GDPR.
- 3.7 Chris Taylor, our data compliance manager (the “**Data Compliance Manager**”), is responsible for overseeing data protection compliance, this policy and, as applicable, developing and reviewing any data protection-related policies. Chris can be contacted on chrisbtaylor56@gmail.com or 07801 150632.
- 3.8 Please contact the Data Compliance Manager with any questions about the operation of this policy, a data breach or the GDPR in general or if you have any concerns that this policy is not being or has not been followed.

4. **Key Dates**

- 4.1 This policy was approved by the officers of Norfolk County Golf Limited on [**18th February 2019**].
- 4.2 This policy became operational on [**25th May 2018**].
- 4.3 This policy is next due to be reviewed [**March 2022**].

5. **Recognising a data breach**

- 5.1 A data breach can happen for any number of reasons and it is important that Personnel are able to recognise a data breach and know to whom they should report any suspected or actual data breaches.
- 5.2 Under the GDPR, the legal definition of a data breach is widely defined:

*“a breach of security leading to the **accidental or unlawful** destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed”*

- 5.3 Examples of when a data breach may occur include the following:

- (a) Loss or accidental destruction of files, data or equipment on which data is stored;
- (b) Theft of files, data or equipment on which data is stored;
- (c) Inappropriate access controls allowing unauthorised use;
- (d) Equipment failure;
- (e) Unforeseen circumstances such as a fire or flood;
- (f) Hacking attack;

- (g) Erroneously sending an e-mail to the wrong recipient;
- (h) Unauthorised collection or use of personal data;
- (i) “Blagging” offences where information is obtained by deceiving the organisation who holds it.

5.4 Under data protection legislation, any of the above may still be a data breach even if NCG can establish that no one has accessed, or can access, the personal data. On that basis, we recommend that a cautious approach is always adopted by Personnel in relation to data breaches. If you have any doubt, it should be reported as set out in this policy.

6. Reporting

6.1 It is essential that all Personnel follow the necessary reporting structure in the event of any actual or suspected breach.

6.2 Our reporting structure is as follows:

Personnel must immediately notify the Data Compliance Manager of the breach, including details of the nature of the breach, when they discovered it and any steps taken



The Data Compliance Manager will assume responsibility for notifying the officers of NCG and NCG’s legal advisors (where appropriate) in all circumstances where a data breach is suspected to have occurred

7. Containment and Recovery

7.1 Data security breaches will require not just an initial response to investigate and contain the situation but also a recovery plan including, where necessary, damage limitation. This will often involve input from specialists across the business such as IT, HR and legal and in some cases contact with our members or other third parties.

7.2 NCG’s IT provider from time to time will assess and establish whether there is anything that can be done to recover any losses and limit the damage the breach may have caused. This could involve the use of back up tapes to restore lost or damaged data or ensuring that Personnel recognise when someone tries to use stolen data to access accounts.

8. Notification of breaches

8.1 NCG recognise that informing people and organisations that about a data breach can be an important element in any breach management strategy, and can help to ensure that we are acting transparently with regards to the way that we handle personal data.

8.2 A decision on whom to notify of breaches should be taken in line with the following requirements under the GDPR:

Who to notify	When	Exemption?
ICO / Supervisory Authority <i>(if NCG is the controller)</i>	Without undue delay and, where feasible, not later than 72 hours after becoming aware of it.	No reporting is required if the breach is unlikely to result in a risk to the rights and freedoms of natural persons.
Affected Data Subjects <i>(if NCG is the controller)</i>	If required, without undue delay however allowing for time where it may be implementing appropriate measures against continuing breaches.	No reporting is required if: a) the breach is unlikely to result in a high risk for the rights and freedoms of data subjects; b) appropriate technical and organisational protection were in place at the time of the incident (e.g. encrypted data); or c) reporting would trigger disproportionate efforts (instead a public information campaign or “similar measures” should be relied on so that affected individuals can be effectively informed).
Controllers <i>(if NCG is the processor)</i>	Without undue delay	None.

8.3 When notifying the ICO (or other Supervisory Authority) it should be noted that in order to fulfil the reporting requirements notification should include:

- (a) description of the nature of the personal data breach, including, where possible, the categories and approximate number of data subjects concerned and the categories and approximate number of data records concerned;
- (b) details of information communicated to affected individuals (if any);
- (c) the likely consequences of the personal data breach; and
- (d) the measures taken or proposed to be taken to address the personal data breach, including, where appropriate, to mitigate its possible adverse effects.

8.4 We will liaise with our legal advisers to determine whether or not a breach notification needs to be made in line with the table at paragraph 17.2 above, and if so, the content of the notification.

8.5 Our legal advisers will also consider with the officers of NCG whether it is appropriate to inform the police of any breach.

8.6 It is important to note that failure to properly notify of the breach may lead to an administrative fine up to **€10,000,000 or up to 2% of the total worldwide annual turnover** of the preceding financial year, whichever is higher. The consequences of failure to notify of a breach could be severe on our business, so all Personnel must ensure to strictly follow the reporting guidelines in this policy. Any failure by Personnel to notify a data breach may be met with disciplinary action.

9. Breach register

- 9.1 NCG will maintain an internal breach register in order to comply with our obligations under the GDPR. This register will document each breach incident including when the breach occurred, the facts relating to the personal data breach, its potential implications, whether anyone was notified (and if not, why not) and the remedial action taken.
- 9.2 The ICO may at any time request to review this register to assess how we comply with our data breach notification obligations, so it is crucial to ensure that it is properly maintained.
- 9.3 The Data Compliance Manager will be responsible for holding and maintaining the breach register.

10. Changes to this policy

We reserve the right to change this data breach policy at any time so please check back regularly to obtain the latest copy of this policy. Where appropriate, we will notify you of the changes to this policy as soon as possible.

11. General Data Protection Regulation (“GDPR”)

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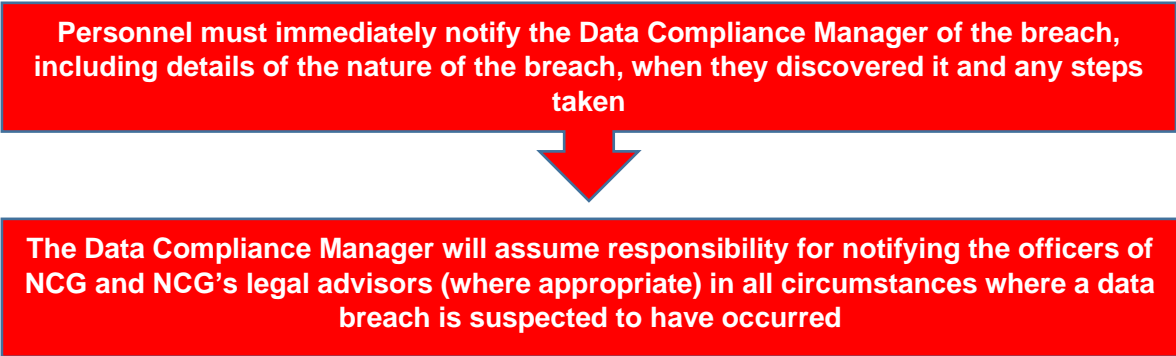
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