**CCiW Information Audit 2018**

Administrator Name(s): Rebecca Hammond (Bookings Secretary); Luke Plant (Webmaster); Lydia Evans (Treasurer)?

Date: 2nd May 2018

| Personal information that you hold  (tick) | | What is this info? | Where is this info stored? | Why do you keep this info? | Is any of this information for children (under 18)? | Where did this information come from? | Did you ask permission from the person to keep this information? If so how and do you have proof of this? | Do you share this information on to other individuals or organisations?  If so who? | Do you ever dispose of this information? If so how? |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Names  Addresses Phone Numbers  Email addresses | 🗸 | Booking accounts (for both individuals and for church/group contacts), also lists associated booking forms and respective payments to each account | Online database | As main contact for booking issues  To monitor outstanding balances (email reminders sent out automatically)  To allow user to book quicker using past info.  To send out campers letter and next year’s leaflet  To record booking history for reference  For system to recognise sibling discount and any duplicate bookings etc. | Possibly (there’s no restriction on who can create an account, but requires an email address and PayPal or credit/debit card in order to book) | Mainly submitted by user online.  Some accounts created by me for ease of processing payments (e.g. for church groups) | Unsure what webpage says before they submit info, but there are two tick boxes. One to permit sharing of details to arrange transport. Another says “Receive all communication from CCIW by email where possible” | Camp leaders.  Treasurer (for issuing refunds or payment checks).  Occasionally with other campers’ families, if given permission, to arrange transport. | No, kept stored on database for future years |
| Leaflet Mailing list (Individuals and churches) | Excel spreadsheet (on G-Drive and personal laptop) | To post out leaflets as marketing tool | It has been in previous years, but now only sent to booking accounts, not to campers | Populated by previous year’s bookings, as well as from online search of potentially interested organisations/churches | Unsure about campers, but not from churches, as contact details were publicly available on websites | Trustees (& leaders?) | No, though occasional request for unsubscription so I move their contact from the mailing list into a separate tab on spreadsheet (so remember that they have subscribed and not re-send in future) |
| Individual Campers Booking forms (online and postal) | Online database  Paper forms filed in home office | For the leaders’ safe management of camp.  Used as reference to what discounts have been granted in past and correct any typos | Yes | Self-inputted | Unsure | Leaders & other senior officers (e.g. to track if their whole youth group booked on or not) | Online is stored; postal bookings are disposed on once season ended (or have been previously passed onto relevant leaders before camp started) |
| Messages regarding booking enquiries | Message book in home office  Emails  Online database record (i.e. for automated messges and regarding cciw.co.uk addresses) | Customer Service and to ensure I follow-up on enquiries | Yes | I record any messages from emails, telephone, post or text | No | Only relevant parties to message | No |
| Officer Application forms (inc. employment history, DBS number, qualifications) | Online database | For the leaders’ safe management of camp.  To save officer time when applying in subsequent years | No | Officer applicant | Unsure | Leaders | No, but can be updated each year (do updates replace previous info??) |
| Officers’ references and referee contact details | Online database | For the leaders’ safe management of camp. | No | Officer applicant  Referee | Unsure | Leaders | No, but can be updated each year (do updates replace previous info??) |
| General company contacts (e.g. trustees, local businesses/suppliers, camp site owners).  Public info on website about camp leaders/chaplains background | Website  Officer manual & handbook of policies  Gmail/G-Drive  Camp wiki  Personal laptops & devices | For efficient running of camps  For future ref/ succession planning | No | Trustees, leaders, other CCiW volunteers.  Current supplier list compiled for future ref  Researched online | Unsure | Trustees  Leaders  Other senior officers (e.g. maintenance teams) | No, but can be updated each year (do updates replace previous info??) |
| Other (non-Officer) volunteers involved with CCiW (e.g. set-up/take-down, drivers, equipment storage and maintenance, etc.) | Gmail/G-Drive  Camp wiki  Personal laptops & devices | For effective recruitment and communication | No | Personal contacts? | Unsure | Trustees | No, but can be updated each year (do updates replace previous info??) |
| Email addresses only | 🗸 | Supporters mailout via MailChimp | Mailchimp | For marketing purposes  For information sharing and prayer requests | I don’t know | User subscription via homepage | Yes, via Mailchimp automatic procedures | No | No |
| Financial Details | 🗸 | Occasional bank details for issuing refunds | Email history | ? | No | From booking account holder | No | Treasurer | Probably, if clearing out emails |
| Bookings Payment/ Refunds history (i.e. bookings account involved, amount £, date paid, and payment type)  PayPal IPNs (i.e. transaction ID, payment status & verification) | Online database | To answer queries (e.g. to explain outstanding balances).  To record payment types (BACS, cheque, cash, e-cheque, PayPal) | Probably not | Paypal/ online database | Unsure | Just relevant person in question | No |
| Donations | ? | ? | ? | ? | ? | No | ? |
| Invoices and receipts from suppliers and recipients of our service (e.g. minibus hire) | ? | For tax purposes? | No | Treasurer  Suppliers | Unsure | Treasurer  Trustees | ? |
| Card details | X | Not received, payments via PayPal, no card machine to process | / | / | / | / | / | / | / |
| Sensitive personal information | 🗸 | Booking form requirements (e.g. sex, DOB, medical history, social care circumstances, special needs, etc.) | Online database  Email/ message book | For leaders’ safe & effective management of camps  To ensure campers’ needs are adequately provided for on camp  To save officers’ time in typing all out every year | Yes | Booking account holder | Unsure | Leaders | No, a new booking form required each year; previous booking forms are stored on database |
| Officer application form requirements (i.e. medical history, sex, DoB, employment status, work experience) | Online database | For leaders’ safe & effective management of camps  To ensure officers’ needs are adequately provided for on camp  To save officers’ time in typing all out every year | No | User submitted on application | unsure | Leaders, | No, but can be updated each year (do updates replace previous info??) |
|  |  | Personal accounts of officer’s conversion to Christianity | Online database | Submitted as part of applicant procedure  To save officers’ time in typing all out every year | No | Officer input | Unsure | Leaders | No, but can be updated each year (do updates replace previous info??) |
| References | Online database | For future reference? | No | Referees | Unsure | Leaders | No, but can be updated each year (do updates replace previous info??) |
| DBS (DBS number, DBS type, date, organisation requresting the check and whether application accepted on it as a basis); criminal offence disclosures, allegations and declarations | On officer application forms online | As a record of due diligence in recruitment and in accordance with child protection policy | No | DBS | Unsure | Leaders  Child Protection Officer | ? |
| Any other personal information | 🗸 | Personal messages relating to custom discounts and special needs on camp (e.g. informal reference from a church or camp leader about financial hardship of a family) | Emails/ messages book | As evidence to demonstrate due diligence with charity funds when granting discounts  To record approval/ permissions (e.g. for allowing underage campers) | Yes | Usually as a result of booking information provided by booking account holder on form or direct contact. Also from other related parties (e.g. church or camp leaders may suggest/provide info). | Unsure.  References for discounts though are stated as needed for future ref. | Leaders  Trustees | No |
| Usernames & Passwords for officer database  User usage (i.e. date of last login) and status (i.e. level of access is designated by Webmaster, role on camp) | Webmaster: Raw passwords are not stored, only algorithms so can’t view user passwords, but change them using form online | For reminding officers who have forgotten them!  To keep track of website security | No | Webmaster | ? | No | No, instead of deleting accounts users are just designated as ‘inactive’. |

**A few extra questions:** This is Rebecca Hammond’s personal info as an example: not representative of other admins)

1. Do you hold information (on people) that you don’t need or use?

*Probably. We try to review the information collected on booking form/leaflet each year (e.g. NHS number, tetanus date), but we retain previous years’ booking info on the database indefinitely for future reference.*

1. If so, where is it kept?

*Same place with all other info. Unsubscribed contacts for mailing list are listed on separate tab on same spreadsheet, so we don’t hassle them again in future.*

1. Who has access to the information you hold?

*Webmaster has complete access.*

*Camp leaders have online access to their specific camps’ bookings and officers’ applications/references.*

*Trustees have access to general contacts and mailing lists on G-Drive*

*Account holders can access their own bookings account and any campers’ bookings they have created previously.*

1. Do you keep the same information in different places?

*Yes, I sometimes back up documents on my laptop either on Drop Box or my external hard drive, as well as keeping the G Drive updated.*

*Postal bookings are transcribed onto online booking forms (hence duplicating).*

1. Do you think that the data you hold would be held in another place within the CCIW?

*Yes, wherever leaders and trustees store their info for managing camp. Whoever has access could reproduce the respective information (e.g. leaders could download and print several spreadsheets containing campers’ booking information, which is then taken onto camp site and minibuses etc.).*

1. Do you have a way of updating your data if somebody asks you to remove the information?

*Yes, mostly. We can easily remove email addresses from MailChimp and postal contacts from the mailing list spreadsheet (as long as old versions of spreadsheet are disposed of too). We can delete any bookings, booking accounts and officer applications by clicking relevant button on database.*

1. How secure are the places where you keep information? (This is Rebecca Hammond’s personal info as an example: not representative of other admins)

*The online CCiW database is maintained by Luke and only accessible through personal log in and password and if authorised by Luke as webmaster. My password is written on a sheet with all my other passwords that I carry in my diary, usually kept in my handbag at home and another copy in our home filing cabinet (unlocked).*

*Hard copy booking forms (including from previous years) are kept together in a file in our office at home. In previous years (post-2015?) all paper booking forms were posted to the relevant camp leaders before their camp started, but no longer necessary as all info transcribed onto online database now.*

*My message book (I write down emails and telephone calls that require an action to ensure I do them) is usually kept in my (unlocked) bureau at home, or I put in my handbag if I’m on holiday in order to follow up messages if necessary.*

*My laptop (and any documents downloaded on to it) is not password protected, but is usually kept in my (unlocked) bureau at home, or taken with me if I’m holiday.*

*Our external hard drive is stored in our bureau in our home office and is not password protected.*

*My DropBox account is password protected online, but also syncs with my personal laptop, which is not password protected.*

*My CCiW emails to bookings@cciw.co.uk are forwarded to my personal Hotmail account which is password protected and I usually log out everytime I’ve finished checking emails, whichever device I use. For CCiW trustee information, I also have rebeccahpenzance@gmail.com where I access the G Drive. This gmail account is also password protected and again I usually log out once finished.*

*Our home iPad is somehow linked to my gmail address but unsure what would be accessible via this. The iPad has a lock screen requiring a pin code to open each time, and is stored within the home, or taken with us on holiday.*

*My mobile phone is not locked, so anyone could access the text messages or call register, and usually kept in my handbag and taken with me out and about.*

1. Do you use your own computers/storage to keep information?

*Yes.*