
5. DATA PROTECTION POLICY

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Drafted by: Executive Director	Responsible person: Deputy Director
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1. Context and Purpose

- 1.1. This Life is a community development organisation implementing development projects and programs in partnership with government and civil society stakeholders in Cambodia. This Life gathers and manages data about individuals when conducting community assessments and research, during routine project/ program implementation including monitoring and evaluation activities, marketing and communications activity, and when coordinating, collaborating and receiving funds from stakeholders.
- 1.2. The purpose of this policy is to support good practice in data protection within the organisation. This applies to the storing or handling (processing) of information (personal data) about living identifiable individuals (data subjects).
- 1.3. This Life needs to collect data about certain individuals, including community members, civil society and local authority partners, donors, and other key stakeholders, in the course of their involvement in the organisation's activities and initiatives.
- 1.4. At the time of writing this policy, the Kingdom of Cambodia had yet to pass a national law on privacy and data protection. There is therefore currently no Cambodian legislation or regulations regarding data protection which need to be adhered to by This Life.
- 1.5. This Life is required to comply with the European Union's General Data Protection Regulation (GDPR) as this law applies to all organisations processing or controlling the personal information of EU residents, regardless of where those firms are located. The organisation is therefore taking steps towards implementing the necessary practices and processes to ensure compliance.

2. Scope

- 2.1. This Life is committed to ensuring good internal practices are in place to ensure data protection. The policy aims to promote and ensure sound management of data and protection of data subject rights by This Life.
- 2.2. This Data Protection Policy identifies the point of contact within This Life for data protection, sets out the principles underpinning sound data protection processes, identifies when data is collected at This Life, how it is processed and lists the data use and management practices at This Life.

- 2.3. This policy applies to all staff members, consultants and individuals involved in undertaking activities on behalf of This Life. All staff members and other relevant individuals must familiarise themselves with this policy before commencing any work for This Life. Additionally, its protections extend to all This Life's stakeholders, supporters, partners, beneficiaries and the children, families and communities it works with. Everyone at This Life has a role to play in ensuring that personal information is dealt with properly in whatever way it is collected, used and stored.
- 2.4. This policy will be reviewed every 3 years and version control has been applied to record changes made to the document. The policy is freely available to potential funding agencies, partners and clients, in the interests of transparency.

3. Responsible Party

- 3.1. It is the responsibility of the Executive Director to ensure that this policy is understood and followed.
- 3.2. It is the responsibility of the Deputy Director to be the point of contact within This Life for data protection. This involves but is not limited to: ensuring staff are trained to follow data management practices, ensuring data is managed safely and ensuring data is disposed of safely and securely when necessary.

4. Definitions

- 4.1. *Data protection*: The granting of rights to individuals in respect of their information and the provision of enforcement of these rules, rights and practices. Breaches of these laws can result in significant consequences both financially and in terms of damage to organisational reputation and of the trust of those that we work with.
- 4.2. *Personal data*: This means that any data that relates to and can, whether on its own or in conjunction with other information, specifically identify an individual living person. For example, names and addresses, e-mail addresses, recruitment details, payment details, etc. It includes opinions about any individuals as well as facts. This data can be held electronically on a computer and in hard copy paper format.
- 4.3. *Data subject*: This is the term used to refer to any person or persons, for example employees, community members, donors or partners who are the subject of any data processing. This Life needs to collect, hold, process and transfer certain personal data relating to data subjects, from various sources, as part of our everyday operations.
- 4.4. *Sensitive data*: This is any information about an individual's physical or mental health, genetic or biometric information used to identify any individual, racial or ethnic origin, sexual life, politics, religion or any information about the alleged or committed criminal offences of the data subject. Particular caution is required when data is classed as sensitive and it is important not to store this type of data unless absolutely necessary and the data subject has explicitly consented.
- 4.5. *Data processing*: This is a very general term, and in practice covers any use of personal data including: i) obtaining, recording, viewing, holding or carrying out of any operation on the personal data; ii) organising or altering the personal data; or iii) retrieving, disclosing or using the personal data.

5. Principles

- 5.1. *Use limitation:* We will only collect personal data that is to be used for the specific, explicit and legitimate purpose(s) for which it was collected. If it is proposed to use personal data held by This Life for a different purpose from which it was originally collected, then the consent of the data subject will be sought in order to use their personal data for that new purpose, unless stipulated otherwise under relevant legislation or in writing.
- 5.2. *Fair and transparent processing:* When data is collected there is a clear and lawful reason for collating the data, and it will be clear as to where the data is going to. It will also be possible for the data subjects to see where and what the data is being used for.
- 5.3. *Data minimisation:* This principle ensures that only the data relevant for the purpose is collected. We will not process or ask for any data that is not relevant for our specific purpose.
- 5.4. *Accuracy:* Personal data must be kept up to date and accurate. Personal data must not be collected and held on a 'just-in-case' basis unless required or allowed by any applicable legislation.
- 5.5. *Accountability:* We will ensure that the data we collect is done so in a safe and secure way. We will input suitable processes and will ensure all data that is collected will be stored in compliance with relevant legislation and our Privacy Notice, available on our website.

6. When is Data Collected by This Life

- 6.1. This Life collects information (personal data) that relates to identifiable individuals (data subjects) to provide services to our clients and to undertake activities and initiatives. The type of personal data we collect depends on the situation at hand and these situations are discussed as follows.
- 6.2. Information about employees (data subjects) is collected as a consequence of their taking up employment with This Life as a full or part time member of staff, a consultant or a contractor. The personal data collected includes: address, bank account details, passport number and social security. Please also refer to our Personnel Policy which is in line with Cambodian Labour Law.
- 6.3. Information about members of the public (data subjects) is collected as a consequence of their agreement to participate in research conducted by This Life. The personal data collected in the process of conducting research may include: name, age, gender, and information about data subjects knowledge, experience, attitudes, practices, views, etc.
- 6.4. Information about members of the public, service providers and partners (data subjects) is collected as a consequence of their participation in programs implemented by This Life. The personal data collected with informed consent in the process of involvement in programs may include: name, age, gender, contact details and

information about data subjects knowledge, experience, attitudes, practices, views, details about their involvement in program activities, etc. Such individuals are diverse and referred to using multiple often overlapping categorical terms, such as: children, women, juveniles, police, service providers, teachers, government staff, prison officers, local authorities, partner agencies, implementing partners, civil society, non-governmental organisations (NGO) etc.

- 6.5. Information about members of the public (data subjects) is collected as a consequence of their participation in marketing and communications activities undertaken by This Life. Such activity includes mass awareness campaigns, social media campaigns, posts on Instagram and Facebook, blogging and traditional media campaigns using radio and television. The personal data collected in the process of our marketing and communications activities includes: details of social media accounts, participant's name/s, email addresses, date of access, and IP address when participants interact with This Life emails and signup forms.
- 6.6. Information from third parties, such as national or international NGOs, donors and from government staff (data subjects), is collected as a consequence of This Life's activities to coordinate, collaborate and receive funding. The personal data collected includes: name, contact details, bank account details.

7. How is Data Processed at This Life

- 7.1. This Life processes information (personal data) that relates to identifiable individuals (data subjects) to provide services to our clients and to undertake activities and initiatives. Data processing concerns the use of data and is discussed as follows.
- 7.2. *Letters and post:* When data subjects choose to correspond with us through post, we may retain the contents of the letter and any further post correspondence that we have with you.
- 7.3. *Email:* When data subjects choose to correspond with us through email, we may retain the content of their email messages together with their email address and our responses. Only the relevant parties will be able to access these emails and there will be relevant encryptions on the emails received when sending them to these parties.
- 7.4. *Employees:* When data subjects take up employment with This Life as a full or part time member of staff, a volunteer, intern, consultant or a contractor, we will retain their personal data for the purpose of communication and payment for employment when applicable.
- 7.5. *Research:* When data subjects participate in research, we may retain the personal data collected, as well as using it to develop an analysis and a narrative summary of the findings. All personal data and use of quotes, if any, will be fully anonymised when used. Narrative research reports or any format developed using the findings from personal data that will be made public, will only use data that has been fully anonymised.
- 7.6. *Programs:* When data subjects participate in programs, we may retain the personal data collected from program activities and share this data with third parties as per

program documentation and agreements, such as with relevant program partners, government agencies and donors. All personal data and use of quotes, if any, gathered during program implementation will be fully anonymised if and when used for any publications that are made public.

- 7.7. *Marketing and communications:* When data subjects participate in marketing and communications activities, we may retain the personal data collected and use this for future marketing and communication activities. For more information about the collection and use of marketing and communications related data and images see This Life's Communications Policy.
- 7.8. *Third party information:* When data subjects communicate with or provide funding to This Life, we may retain the personal data collected. We may use this for future activities and initiatives to communicate, collaborate and/ or to access funding.

8. Data Use and Management Practices

- 8.1. *Responsibilities:* This Life staff all need to take responsibility for data protection. This includes the whole process from collection, through management and use, to disposal. Care must be taken with collecting, handling and storing sensitive, classified and/ or personal data.
- 8.2. *Necessity:* When conducting research and assessments for programs, and when collecting data from the people who participate in our programs, all personal details gathered from participants should be applicable to and necessary for the activity taking place. No unnecessary personal information should be collected that is not essential.
- 8.3. *Access:* only the relevant parties will be able to access all types of data collected and processed at This Life, as detailed in sections 6 and 7 of this policy. This data will be saved in a password protected location, kept securely and protected from unauthorised access. Data subjects can request access to their personal data.
- 8.4. *Retention and disposal:* we will not retain any personal data, such as addresses, bank details, information about program or research participants etc, for longer than is reasonable and necessary for the purposes listed in this policy. We will make sure that all personal data is disposed of appropriately in a safe and secure manner, and in line with any legal and/ or funder requirements.
- 8.5. *Backup and storage:* This Life uses online data storage. All data that is collected is stored using relevant and secure encryptions and passwords. Staff at This Life are all responsible for maintaining these encryptions and passwords, and ensuring that any data that they access is closed after they have finished using it. No data will be stored for longer than is necessary and all data will be destroyed using a safe and secure method. All of these processes ensure that data subject information remains protected.
- 8.6. *Research and program data:* particular care is taken to ensure that human data collected during research and program activities cannot be linked back to individuals unless by authorised persons. All sensitive, classified and /or personal data should be kept electronically in a password protected location, accessible only to researchers or

program staff working on the study/ program who need access. Hard copy signed consent forms must also be kept in a secure place at least to the end of the project.

- 8.7. *Other mitigation activities:* There are many ways in which This Life's staff mitigate potential data breaches or losses, such as: ensuring all software updates are carried out in a timely fashion; making sure all devices are locked when unattended; making sure there is sufficient and specific storage for devices so they are not lost; and making sure that data is kept on a need to know basis so as to avoid data breaches.