

# Data Protection Policy

<b>Document Specification:</b>			
Purpose:	To set out the policies and processes in place within the NALP group of companies, including National Association of Licensed Paralegals, NALP Training and the Licensed Paralegal Register, to ensure compliance with all current Data Protection laws and regulations		
Accountability:	Governing Board	Responsibility:	Director of Compliance & Regulation
Last Review date:	11 August 2023	Next Review due:	11 August 2024
Version:	3.1	Law/Regulations covered:	Policy & Electronic Communications Regulations (amended 2016) General Data Protection Regulations Data Protection Bill 2018

## National Association of Licensed Paralegals (NALP)

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## 1. Introduction

This Policy covers the National Association of Licensed Paralegals (NALP) which is a membership body for professional paralegals and an Awarding Organisation recognised by the Office of Qualifications and Examinations (Ofqual). It also covers NALP's trading name of the Licensed Paralegal Register and its sister company, NALP Training Company Limited, Trading As National Paralegal College.

NALP is committed to ensuring that the information it holds on its clients and individuals is held in a secure manner and in accordance with all current legislation and Regulation.

Data Protection in the UK underwent a complete overhaul in May 2018 with the introduction of the General Data Protection Regulations (GDPR) mandated by the European Union. Many of the Principles and rules were already in place under the Data Protection Act 1998, however the GDPR expanded on these and added new regulations and, most importantly, enhanced rights for the individual whose data was being processed. This Policy is designed to set out how NALP complies with the new regulations but should also be read in conjunction with our Privacy Policy which is publicly available on our website at <https://www.nationalparalegals.co.uk/privacy-notice-and-cookie-policy>.

This Policy is for internal use only as it contains some proprietary information that is not appropriate to be shared to a wider audience.

## 2. Principles and Definitions

### 2.1. Principles

The GDPR sets out the Principles as a benchmark for all businesses in respect of Data Protection. These are that all personal data shall be:

- processed lawfully, fairly and in a transparent manner in relation to individuals;
- collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed

solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and

- processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

## 2.2. Definitions

There are a number of words and phrases that have a particular meaning when used in relation to the GDPR:

**Cookies** - Cookies are small pieces of data given to your browser by a website which may be stored as text files in the cookie directory of your computer. Cookies are not programs and cannot collect information from your computer. They do not damage your computer and are defined as "a piece of text stored on a user's computer by their web browser. A cookie can be used for authentication, storing site preferences, shopping cart contents, the identifier for a server-based session, or anything else that can be accomplished through storing text data" (source: Wikipedia, 2011).

**Data Subject** – the individual whose data is being processed

**Data Controller or Controller** – This is who determines the purposes and means of processing personal data. This would normally be the person who has initially gathered the information on the individual, whether as part of a contract or via obtaining their consent, however it would also cover information purchased via marketing data sites, etc. If a Controller uses a Processor to perform the administration or processing of that data, the Controller remains responsible at all times.

**Data Processor or Processor** – is someone who is responsible for processing data on behalf of a Data Controller.

**Personal Data** – is any information relating to an identifiable person who can be directly or indirectly identified by that information. It covers all paper-based information that is held in a recognisable filing system and electronically held data. Data held under coded entries or pseudonyms may also fall under this remit if the individual can be identified relatively easily. The types of data included in this definition includes, but may not be limited to:

- Name
- Date of Birth
- ID documents, such as passports and driving licences or their numbers
- Addresses and postcodes
- IP addresses
- Email addresses

**Sensitive Personal Data** – Also referred to as “Special Categories of Personal Data”. This covers information that could be deemed as being sensitive to the individual, including, but may not be limited to:

- Race
- Ethnic Origin
- Politics
- Religion
- Trade Union Membership
- Genetic
- Biometrics (for ID purposes)
- Health
- Sex Life
- Sexual Orientation

Sensitive Personal Data does not include Criminal History, which is covered separately under the GDPR, however there are similar additional safeguards to consider in respect of both Sensitive Data and Criminal History.

**Lawful Basis** – All data must be processed in line with a ‘Lawful Basis’, which is the reason for processing the data. The lawful basis set out in the GDPR are:

- **Consent** – where the Data Subject has given a positive affirmation that they have given us permission to use their data for a specific purpose.
- **Contract** – where we must process the data in order to be able to provide our services and fulfil our contract with our clients.
- **Legal Obligation** – where we are obliged to process the data in order to comply with a law, or regulation based on law.
- **Vital interests** – where it is necessary to process the data in order to save a life. Note: this does not cover health information unless the individual is unable to give their consent
- **Public Task** – where data is processed “in the exercise of official authority” – i.e. for public functions (such as the Police) acting on powers set out in Law; or in the public interest, again where set out in law.
- **Legitimate Interest** – where data is being processed in a way that the Data Subject would reasonably expect, which have a minimal privacy impact or have a compelling justification for the processing. The Legitimate Interests can be our own, that of our clients or that of third parties and may include commercial or individual interests, or have social benefits.

### 3. Scope & Accountability

#### 3.1. Scope of Policy

The GDPR covers all individuals but this may include individuals with whom we do business. The company themselves will not be covered by the regulations, but where we have a named individual as a contact, all details pertaining to those individuals will be covered by this policy in order to comply with the GDPR. For clarity, therefore, this policy covers all personal data processed by NALP whether for the contact of a business or for an individual member of the public.

The GDPR covers all businesses in the EU, plus those outside of the EU who provide data processing services to companies within the EU. Therefore, this Policy covers all personal data we process, regardless of the location of the individual or the business for whom we are working. The GDPR clearly states that Data Controllers and Data Processors are equally accountable for ensuring they can demonstrate compliance with the Principles set out in section 2.1 above.

NALP acts as both a Data Controller for its own members, centres, staff and learners, and as a Data Processor during provision of our services to our centres but treats all data with the same level of care and commitment to safeguarding the rights of the Data Subject.

#### 3.2. Accountability

Due to the size and complexity of the business, it is not appropriate to have a Data Protection Officer, however the Director of Compliance & Regulation, will take day to day responsibility for the company's compliance with all data protection regulation and legislation with the ultimate accountability for this lying with the Governing Board of NALP.

### 4. Information Mapping

NALP have performed an information mapping exercise in order to determine what information we collect and process, the reason we process that information, the lawful basis we have applied to processing the data and the rationale for why that is the most appropriate lawful basis. We have also looked at how long we store data and how it is deleted or destroyed.

A copy of the mapping exercise can be found at Appendix 1.

### 5. Websites and Cookies

NALP has three separate, secure websites for each of its trading arms:

- <https://www.nationalparalegals.co.uk/> - is the website of NALP membership body and the awarding organisation
- <https://www.nalptraining.co.uk/> - is the website of the training organisation which is also an approved Centre of NALP awarding organisation

- <http://www.licencedparalegalregister.org.uk/> - is the website of the Licensed Paralegal Register (LPR) which contains publicly available details of selected paralegals

All of the above websites are hosted by IONOS and managed by the NALP. The content is managed internally by NALP, including its freelance marketeers.

Web usage information is collected by our web server and from other sources including page tagging techniques using JavaScript and cookies. We also use Google Analytics to assist in the collation of data from visitors to our website, analyse website usage trends, understand user journeys and gather broad demographic information for aggregate use. We provide full details for users on how they can remove all cookies and how to access the Google Analytics opt-out browser in our Privacy & Cookie Policy.

The specific information gathered by our website includes:

- Date and time of visit
- Pages viewed or searched for
- Tools used
- Guides printed
- Subscriptions or referrals made

We do not collect or store any IP addresses of visitors to our website, nor is any data collected in a way that would make that visitor identifiable. Registered users who have access to a secure log in page do have additional, personal data collected and are advised to agree to the use of cookies in order to make it easier for their details to be stored and accessed by them when logging in and ensure that they have access to all relevant areas and functionality of the secure area.

Our website includes a contact page. When a user utilises the Contact Us forms, data is stored on the administration end of the website which is not accessible to the public. Cloudways have access to this data, however they do not process it in any way, other than if necessary to for the purposes of administrating the website itself. Details of IONOS; Privacy Policy can be found at <https://www.ionos.com/terms-gtc/privacy-policy/>

Should an individual use that contact page their details will be used solely for the purpose of responding to their enquiry unless they have specifically opted-in to receive marketing information or be included on the subscription for our newsletter, or if a contract for services has been agreed.

## 6. Sharing Information

NALP does not share its information unless it is required to do so by law or statutory regulation. Details of who data may be shared with, and in what circumstances this may happen, can be found on the Information Mapping table at Appendix 1.

### 7. Security of Information

Electronic Personal Data is encrypted and held in a secure manner on physical and cloud-based services. The encryption used meets all current requirements for encrypted services and is updated regularly to ensure that it remains fit for purpose. Electronic data is deleted following a secure process to ensure there is no lapse in security at the point of deletion. Where data is held locally on a single device, that device will be password protected whenever it is unattended or not being used.

Paper based Personal Data is held in secure, locked cabinets. It is destroyed by shredding via a cross-cut paper shredder before being bagged and disposed of in recycling bins available at Lincoln House, the head office of NALP. Any paper based files printed by freelance workers is also shredded by them and disposed of in a similar manner.

### 8. Data Subject Rights

NALP is committed to ensuring that all Data Subjects have easy access to the Rights afforded to them by the GDPR. Details of these rights and how we will ensure we can provide these are included on Appendix 2 of this document.

Data Subjects are given clear instructions how to access their rights within the Privacy Policy which is publicly available on our websites.

### 9. Ongoing Review

NALP will ensure that this Policy, together with all related policies, such as our Privacy Policy, are reviewed and updated on a regular basis, but at least every 2 years. This frequency will itself be reviewed dependent upon changes to the business, the sector or the regulations affecting us.

# Appendix 1

Section 1 - NALP - Awarding Organisation											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Learner Name	NALP Centre registration	Yes	Yes	No	To identify learner as per CoR G5.1a	Legal Obligation	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	Yes	Shared with the Centre who has registered the learner. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein. Potential for sharing with the Regulator during audits or investigations	Indefinitely as per CoR I4.1e	Not applicable. Learner details cannot be deleted due to Ofqual regulations.

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 1 - NALP - Awarding Organisation											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Learner Date of Birth	NALP Centre registration	Yes	Yes	No	To identify learner as per CoR G5.1a	Legal Obligation	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	Yes	Shared with the Centre who has registered the learner. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein. Potential for sharing with the Regulator during audits or investigations	Indefinitely as per CoR I4.1e	Not applicable. Learner details cannot be deleted due to Ofqual regulations.

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Learner Postcode	NALP Centre registration	Yes	Yes	No	To identify learner as per CoR G5.1a	Legal Obligation	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	Yes	Shared with the Centre who has registered the learner. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein. Potential for sharing with the Regulator during audits or investigations	Indefinitely as per CoR I4.1e	Not applicable. Learner details cannot be deleted due to Ofqual regulations.

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Learner address	NALP Centre registration	Yes	Yes	No	To undertake investigations, etc. regarding suspected malpractice, as per CoR A8.2; and To identify learner as per CoR G5.1a	Legal Obligation	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	Yes	Shared with the Centre who has registered the learner. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein. Potential for sharing with the Regulator during audits or investigations	Indefinitely as per CoR I4.1e	Not applicable. Learner details cannot be deleted due to Ofqual regulations.

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Learner Email Address	NALP Centre registration	Yes	Yes	No	To undertake investigations, etc. regarding suspected malpractice, as per CoR A8.2; and To identify learner as per CoR G5.1a	Legal Obligation	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	Yes	Shared with the Centre who has registered the learner. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein	Indefinitely as per CoR I4.1e	Not applicable. Learner details cannot be deleted due to Ofqual regulations.
Learner Disability as per Equality Act	NALP Centre registration	No	Yes	Yes - special	To ensure arrangements can be made for reasonable adjustments as per CoR G6.1 - G6.3	Legal Obligation	Held on encrypted Database, hosted by Cloudways	Yes	Shared with the Centre who has registered the learner. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it.	On Request or after 6 years	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change)

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 1 - NALP - Awarding Organisation											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
									They do not process the data held therein. Potential for sharing with the Regulator during audits or investigations		
Learner Medical Information	NALP reasonable adjustments and special considerations policy and application form	No	Yes	Yes - special	To ensue arrangements can be made for Special Considerations - for instance for short term illness - as per CoR G7.1 - G7.3	Legal Obligation	Held on encrypted Database, hosted by Cloudways	Yes	Shared with the Centre who has registered the learner. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein. Potential for sharing with	On Request or after 6 years	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change)

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 1 - NALP - Awarding Organisation											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
									the Regulator during audits or investigations		
Centre Staff names	NALP Centre Approval Application and Re-approval process	Yes	Yes	No	To ensure that the Centre has the appropriate workforce of appropriate competence to deliver the qualifications as per CoR C2.3f	Legal Obligation	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	Yes	Shared with the Centre who has registered the learner. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein. Potential for sharing with	6 years after a Centre's withdrawal of approval, however individual staff details are archived if they leave the employment of the Centre prior to that time.	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change). Paper files shredded prior to disposal.

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 1 - NALP - Awarding Organisation											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
									the Regulator during audits or investigations		
Centre Staff CVs, Copy Certificates, etc.	NALP Centre Approval Application and Re-approval process	Yes	Yes	No	To ensure that the Centre has the appropriate workforce of appropriate competence to deliver the qualifications as per CoR C2.3f	Legal Obligation	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	Yes	Shared with the Centre who has registered the learner. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein. Potential for sharing with	6 years after a Centre's withdrawal of approval, however individual staff details are archived if they leave the employment of the Centre prior to that time.	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change). Paper files shredded prior to disposal.

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 1 - NALP - Awarding Organisation											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
									the Regulator during audits or investigations		
Centre Staff Dates of Birth	Not requested by NALP, however information is sometimes included on CVs, etc.	Yes	Yes	No	Not processed by NALP for any reason. Passively held if provided on a CV, etc.		Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	No	Not requested therefore not shared unless it has been included on a CV in which case see above	See above	See above
Names, contact numbers and email addresses, etc.	Website Contact forms - not opted in to receive marketing information	No	Yes	No	For the purposes of responding to the enquiry made or provision of services requested	Consent	Held on encrypted Database, hosted by Cloudways	No	Other than Cloudways having access for the maintenance of the database	12 months after receipt	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change)

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 1 - NALP - Awarding Organisation											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Names, contact numbers and email addresses, etc.	Website Contact forms - Opted In to receive marketing information	No	Yes	No	For the purposes of responding to the enquiry made, provision of services requested and future marketing	Consent	Held on encrypted Database, hosted by Cloudways	No	Other than Cloudways having access for the maintenance of the database	12 months after opt-out is chosen by individual	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change)

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 2 - NALP Membership Body											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Member Names	Via Application for membership OR on NALP qualification registration form	Yes	Yes	No	For provision of services pertaining to the individual becoming and remaining a member of the National Association of Licensed Paralegals	Contract	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	No	Unless a Licensed Member who also signs up to LPR (see LPR section below)	6 years after membership has been cancelled or lapsed	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change). Paper files are shredded prior to disposal.
Member Addresses	Via Application for membership OR on NALP qualification registration form	Yes	Yes	No	For provision of services pertaining to the individual becoming and remaining a member of the National Association of Licensed Paralegals	Contract	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	No	Unless a Licensed Member who also signs up to LPR (see LPR section below)	6 years after membership has been cancelled or lapsed	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change). Paper files are shredded prior to disposal.

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 2 - NALP Membership Body											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Member Email & Telephone Numbers	Via Application for membership OR on NALP qualification registration form	Yes	Yes	No	For provision of services pertaining to the individual becoming and remaining a member of the National Association of Licensed Paralegals	Contract	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	No	Unless a Licensed Member who also signs up to LPR (see LPR section below)	6 years after membership has been cancelled or lapsed	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change). Paper files are shredded prior to disposal.
Names, contact numbers and email addresses, etc.	Website Contact forms - not opted in to receive marketing information	No	Yes	No	For the purposes of responding to the enquiry made or provision of services requested	Consent	Held on encrypted Database, hosted by Cloudways	No	Other than Cloudways having access for the maintenance of the database	12 months after receipt	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change)
Names, contact numbers and email addresses, etc.	Website Contact forms - Opted In to receive marketing information	No	Yes	No	For the purposes of responding to the enquiry made, provision of services requested and	Consent	Held on encrypted Database, hosted by Cloudways	No	Other than Cloudways having access for the maintenance of the database	12 months after opt-out is chosen by individual	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change)

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 2 - NALP Membership Body											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
					future marketing						

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 3 - NALP Training											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Learner Name	Learner Registration Form	Yes	Yes	No	To provide the qualifications requested by the Learner and to ensure they are identifiable as per CoR G5.1a	Legal Obligation	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	Yes	Shared with NALP for the purposes of providing the regulated qualification. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein. Potential for sharing with the Regulator during audits or investigations	Indefinitely as per CoR I4.1e	Not applicable. Learner details cannot be deleted due to Ofqual regulations.

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 3 - NALP Training											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Learner Date of Birth	Learner Registration Form	Yes	Yes	No	To provide the qualifications requested by the Learner and to ensure they are identifiable as per CoR G5.1a	Legal Obligation	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	Yes	Shared with NALP for the purposes of providing the regulated qualification. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein. Potential for sharing with	Indefinitely as per CoR I4.1e	Not applicable. Learner details cannot be deleted due to Ofqual regulations.

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 3 - NALP Training											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Learner Postcode	Learner Registration Form	Yes	Yes	No	To provide the qualifications requested by the Learner and to ensure they are identifiable as per CoR G5.1a	Legal Obligation	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	Yes	Shared with NALP for the purposes of providing the regulated qualification. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein. Potential for sharing with	Indefinitely as per CoR I4.1e	Not applicable. Learner details cannot be deleted due to Ofqual regulations.

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 3 - NALP Training											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Learner address	Learner Registration Form	Yes	Yes	No	To provide the qualifications requested by the Learner and to ensure they are identifiable as per CoR G5.1a	Legal Obligation	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	Yes	Shared with NALP for the purposes of providing the regulated qualification. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein. Potential for sharing with	Indefinitely as per CoR I4.1e	Not applicable. Learner details cannot be deleted due to Ofqual regulations.

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 3 - NALP Training											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Learner Email Address	Learner Registration Form	Yes	Yes	No	To provide the qualifications requested by the Learner and to ensure they are identifiable as per CoR G5.1a	Legal Obligation	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	Yes	Shared with NALP for the purposes of providing the regulated qualification. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein. Potential for sharing with	Indefinitely as per CoR I4.1e	Not applicable. Learner details cannot be deleted due to Ofqual regulations.

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 3 - NALP Training											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Learner Disability as per Equality Act	Learner Registration Form	Yes	Yes	Yes - special	To ensure arrangements can be made for reasonable adjustments as per CoR G6.1 - G6.3	Legal Obligation	Held on encrypted Database, hosted by Cloudways	Yes	Shared with NALP for the purposes of providing the regulated qualification. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein. Potential for sharing with	On Request or after 6 years	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change)

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 3 - NALP Training											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Learner Medical Information	NALP Reasonable Adjustments & Special Considerations Policy & application form	Yes	Yes	Yes - special	To ensue arrangements can be made for Special Considerations - for instance for short term illness - as per CoR G7.1 - G7.3	Legal Obligation	Held on encrypted Database, hosted by Cloudways	Yes	Shared with NALP for the purposes of providing the regulated qualification. Cloudways also have access but only in that they require access to the Filemaker Database to maintain it. They do not process the data held therein. Potential for sharing with	On Request or after 6 years	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change)
Names, contact numbers and email addresses, etc.	Website Contact forms - not opted in to receive marketing information	No	Yes	No	For the purposes of responding to the enquiry made or provision of services requested	Consent	Held on encrypted Database, hosted by Cloudways	No	Other than Cloudways having access for the maintenance of the database	12 months after receipt	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change)

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 3 - NALP Training											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Names, contact numbers and email addresses, etc.	Website Contact forms - Opted In to receive marketing information	No	Yes	No	For the purposes of responding to the enquiry made, provision of services requested and future marketing	Consent	Held on encrypted Database, hosted by Cloudways	No	Other than Cloudways having access for the maintenance of the database	12 months after opt-out is chosen by individual	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change)

## Appendix 1 – NALP – Information Mapping Exercise August 2023

### Section 4 - Licensed Paralegal Register

Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Member Names	Via Application for membership	Yes	Yes	No	For provision of services pertaining to the individual NALP member having their details searchable on the Licensed Paralegal Register	Contract	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	Yes	Shared publicly as per agreement with the Member	6 years after membership has been cancelled or lapsed, however details are archived from the searchable Register on cancellation or lapsing of membership	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change). Paper files are shredded prior to disposal.
Member Addresses	Via Application for membership	Yes	Yes	No	For provision of services pertaining to the individual NALP member having their details searchable on the Licensed Paralegal Register	Contract	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	No	Shared publicly as per agreement with the Member	6 years after membership has been cancelled or lapsed, however details are archived from the searchable Register on cancellation or lapsing	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change). Paper files are shredded prior to disposal.

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 4 - Licensed Paralegal Register											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
										of membership	
Member Email & Telephone Numbers	Via Application for membership	Yes	Yes	No	For provision of services pertaining to the individual NALP member having their details searchable on the Licensed Paralegal Register	Contract	Held on encrypted Database, hosted by Cloudways and in secure locked cabinet	No	Shared publicly as per agreement with the Member	6 years after membership has been cancelled or lapsed, however details are archived from the searchable Register on cancellation or lapsing of membership	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change). Paper files are shredded prior to disposal.

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 4 - Licensed Paralegal Register											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Names, contact numbers and email addresses, etc.	Website Contact forms - not opted in to receive marketing information	No	Yes	No	For the purposes of responding to the enquiry made or provision of services requested	Consent	Held on encrypted Database, hosted by Cloudways	No	Other than Cloudways having access for the maintenance of the database	12 months after receipt	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change)
Names, contact numbers and email addresses, etc.	Website Contact forms - Opted In to receive marketing information	No	Yes	No	For the purposes of responding to the enquiry made, provision of services requested and future marketing	Consent	Held on encrypted Database, hosted by Cloudways	No	Other than Cloudways having access for the maintenance of the database	12 months after opt-out is chosen by individual	Deleted from Database by Cloudways using the latest secure data cleansing software (exact details are subject to change)

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 5 - Human Resources											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Staff, Contractor or Consultant Name	Staff Application form or recruitment process (e.g. via public websites and social media, etc.)	Yes	Yes	No	NALP has a duty of care to all staff. If directly employed they need this information for Payroll, etc; if freelance, this information is required for background checks and for inclusion on the agreements in place for the working arrangements.	Contract	Held on hard copy in secure, locked cabinet, plus on a Desktop file on password protected laptops	No	Other than with HMRC and the accountants/payroll for internal staff, which is exempt from GDPR	Indefinitely for the purposes of HMRC records and company accounts in respect of freelance workers	Paper files shredded prior to disposal. Desktop files are deleted from laptops.
NALP employed staff Date of Birth	Staff Application form	Yes	Yes	No	Required for confirmation of identity for the purposes of payroll and HMRC. Exempt from GDPR		Held on hard copy in secure, locked cabinet, plus on a Desktop file on password protected laptops	No	Other than with HMRC and the accountants/payroll for internal staff, which is exempt from GDPR	Indefinitely for the purposes of HMRC records and company accounts in respect of freelance workers	Paper files shredded prior to disposal. Desktop files are deleted from laptops.

## Appendix 1 – NALP – Information Mapping Exercise August 2023

Section 5 - Human Resources											
Information Collected	How Obtained?	Paper File Held	Electronic File Held	Is the Data 'Special Category Data' or Criminal Record data?	Use of Information	Lawful Basis	How is the data secured?	Is the Data Shared?	If Yes, who is data shared with and how?	How long is the data kept?	How is it deleted/destroyed
Staff, Contractor or Consultant address, email address & contact numbers, etc.	Staff Application form or recruitment process (e.g. via public websites and social media, etc.)	Yes	Yes	No	NALP has a duty of care to all staff. If directly employed they need this information for Payroll, etc; if freelance, this information is required for background checks and for inclusion on the agreements in place for the working arrangements.	Contract	Held on hard copy in secure, locked cabinet, plus on a Desktop file on password protected laptops	No	Other than with HMRC and the accountants/payroll for internal staff, which is exempt from GDPR	Indefinitely for the purposes of HMRC records and company accounts in respect of freelance workers	Paper files shredded prior to disposal. Desktop files are deleted from laptops.

## Appendix 2

Data Subject Right	Details of Right	How Accessed	Who Receives Request	Who Responsible for fulfilment	Timescale for escalation to responsible person	How is right fulfilled?	Timescale for fulfilment	Comment
To be informed	Must be informed of what data is collected and how used, etc.	Details provided on Privacy & Cookie Policy available on all websites	N/A – accessible directly	Director of Compliance & Regulation	N/A	Accessible on website	Immediate	No action required due to publicly available
To have access	Can request copy of all data held by NALP directly relating to the data subject, free of charge*	Via email, postal request or verbally (i.e. telephone)	Administration	CEO & Administration	3 working days	Administration will collate all relevant information which will be checked by the CEO prior to issuing to data subject to ensure that there is no information included which should not be nor anything excluded	20 Working days (standard is one calendar month, so this ensures compliance)	A 'reasonable' fee can be applied if request is unfounded or excessive. CEO will liaise with Director of Compliance & Regulation regarding this
Of Rectification	Usually following an access request, can ask for any inaccuracies to be amended	Via email, postal request or verbally (i.e. telephone)	Administration	CEO & Administration	3 working days	Immediately, Data Subject details will be restricted and not processed until request is fully completed. Administration will check the rectification requested to ensure it is accurate and then pass to CEO to double check. Written confirmation that the amendment has been made or why it was not made must be sent to Data Subject	20 working days (standard is 1 calendar month so ensures compliance)	If rejected and Data Subject appeals, Director of Compliance & Regulation to look at case. Final appeal can be made to Governing Board
Of Erasure	All data to be erased permanently – subject to legal or regulatory restrictions	Via email, postal request or verbally (i.e. telephone)	Administration	Administration & Director of Compliance & Regulation	3 working days	Immediately, Data Subject details will be restricted and not processed until request is fully completed. Administration will refer the request directly to C&RO with any details of Data Subject (e.g. if member, learner,	20 working days (standard is one calendar month so	If case is rejected and Data Subject appeals decision, then will be escalated to CEO in first instance

## Appendix 2 – NALP – Provision of Data Subject Rights

Data Subject Right	Details of Right	How Accessed	Who Receives Request	Who Responsible for fulfilment	Timescale for escalation to responsible person	How is right fulfilled?	Timescale for fulfilment	Comment
						public, etc.). C&RO to look at case and determine if data can be erased. If so, will instruct Admin or Cloudways to delete data, depending where held. C&RO to write to Data Subject (email is fine) to inform them of decision and give reasons.	ensures compliance)	then to Governing Board
To restrict processing	Asks for data to be 'archived' and not processed in any way, usually for a defined period – subject to legal and regulatory restrictions	Via Email, postal request or verbally (i.e. telephone)  All processing is restricted whilst dealing with request for data portability, or objection, erasure or rectification	Administration	Administration & Director of Compliance & Regulation	3 working days	Usually actioned immediately. If restriction is to be permanent, C&RO to look into reasons why and determine if this is appropriate given any legal or regulatory requirements.	20 working days (standard is 1 calendar month so this ensures compliance)	If there are legal or regulatory issues which means restriction cannot be held for time asked by Data Subject, full details of those to be provided to them. Appeals to go to Governing Board
To Object	Can object to processing data for the purposes	Via Email, postal request or verbally (i.e. telephone).	Administration	Administration & CEO	3 working days	Immediately, Data Subject details will be restricted and not processed until request has been fully completed. Admin will look at objection being made	20 working days (standard is 1 calendar month so	Unlikely to be any reason to reject a request but must ensure the request does not

## Appendix 2 – NALP – Provision of Data Subject Rights

Data Subject Right	Details of Right	How Accessed	Who Receives Request	Who Responsible for fulfilment	Timescale for escalation to responsible person	How is right fulfilled?	Timescale for fulfilment	Comment
	of statistics or marketing, etc.					and pass details to CEO who will decide if objection is appropriate. If so, Data to be archived and Data Subject informed of decision in writing (email).	this ensures compliance)	encroach on any regulatory requirements and that the Data Subject understands their data will continue to be processed for those reasons only.
Data Portability	Can request that all electronic data held is securely sent across to another provider, nominated by the Data Subject. Subject to legal and regulatory requirements	Via Email, postal request or verbally (i.e. telephone)	Administration	Administration & CEO	3 working days	Immediately, Data Subject details will be restricted and not processed until request completed. Admin to look to see where data is held and move to a single electronic folder. CEO to check data and ensure no errors in inclusions or omissions. If all okay, Electronic folder to be encrypted, if necessary, zipped, and the receiving provider to be contacted to arrange transfer. All possible security checks to be made prior to transfer, such as asking Data Subject to pass on a secure password to access the files, etc. Once completed, inform Data Subject in writing. Also inform them if we have to retain a copy of the information in order to fulfil legal or regulatory requirements.	20 working days (standard is 1 calendar month so ensures compliance)	There should be no reason to refuse request unless security cannot be confirmed with new provider. If necessary, request assistance from Cloudways for encryption.

## Appendix 2 – NALP – Provision of Data Subject Rights

Data Subject Right	Details of Right	How Accessed	Who Receives Request	Who Responsible for fulfilment	Timescale for escalation to responsible person	How is right fulfilled?	Timescale for fulfilment	Comment
To Complain	Data subject has the right to complain about how their data is stored or processed by us and also to escalate a complaint to the ICO if unsatisfied with the outcome	Via email, postal complaint or verbally (i.e. telephone)	Administration	Director of Compliance & Regulation	3 working days	C&RO to look at the whole case and provide a response to the Data Subject within 10 working days of receipt of the complaint. If still unsatisfied, Data Subject can appeal to the Governing Board. This will be issued to them via email with a request that a committee, excluding the C&RO, be convened, either in person, via Skype or via email, to look at the case and provide an opinion. The CEO will then respond to the Data Subject with the final decision on the complaint	10 working days – C&RO response  30 working days (total) – Governing Board (if appealed)	This should be in line with our Complaints procedures.