



BCS Member Group Data Policy - FAQs

Q1: Can we use a separate email list such as a Yahoo Group to email around the committee, and for circulation of some documents?

A1: Yes, you can do this! Section 4 of the policy explains that you can hold contact details in the same way that you hold details of your colleagues or friends. However, this is limited to Committee business and your fellow committee members must have consented to provide you with their details for this purpose.

Q2: Can we use a committee Dropbox for sharing committee documents?

A2: Yes, provided these are not lists containing any personal data. Documents such as committee reports, budgets etc may be shared amongst the committee in Dropbox or other cloud-based sharing sites.

Q3: The committee maintains a non-BCS-member mailing list on a server at a local University. Is this ok?

A3: Under GDPR this will no longer be possible. Section 6 of the policy explains that all non-member lists and communications must be managed and controlled by BCS. Non-members who come to your events should sign in and this information should be passed to your Coordinator who can add them to the non-member mailing list. There will be a standard sign in sheet template made available for you to use. This list of attendees should be saved electronically and sent to your Coordinator as a password protected or encrypted file. The password must be sent in a separate communication, sent via an alternative communication method – e.g. by phone call or SMS text message – to the file itself.

Q4: We maintain a database of who has attended meetings with data from sign in sheets from which various stats are extracted to monitor attendance, no shows etc. We also want to monitor who comes regularly to events but isn't a BCS member so that we can talk to them about joining committee.

A4: This information can be very useful for your group as well as BCS centrally. In future this information will be managed by your Coordinator who will be able to provide you with business intelligence on attendance should you request it. We recommend a common-sense approach to committee recruitment, you are of course free to approach people who you see regularly at your events to ask them to join.

Q5: Our group currently uses Eventbrite for event bookings and monitors the bookings in advance of the event. Can we still use Eventbrite and manage it ourselves?

A5: Under GDPR it will no longer be possible for groups to use Eventbrite on an individual basis. We have the BCS Eventbrite which has been designed to deliver the best user experience across all BCS events and makes it easier for the BCS team to coordinate a consistent workload. You must contact your Coordinator to request setting up your events on Eventbrite and they will provide the

delegate list and other necessary information in advance on request.

Q6: What information does BCS store, how is it updated and how can groups access it?

A6: Section 2 of the policy explains the data that BCS holds and how it can be accessed. It is updated by the members themselves via their MyBCS record.

Q7: How can information obtained from BCS be used by secretaries and chairs and using what tools?

A7: Business intelligence such as member numbers, age ranges and location data, can be obtained via your Coordinator as described in section 3 of the policy. This information is anonymised so can be used as you see fit.

Q8: Can secretaries create private lists?

Under GDPR this is not allowed. As the Data Controller, BCS must maintain oversight and control of all personal data.

Q9: A member can only join 5 specialist groups, how can a BCS member join more than five to be on my distribution list?

A9: Members can join additional groups by contacting the Customer Service team who can add them. We're working on making this easier in MyBCS and will communicate this when it's available.

Q10: How can non-BCS individuals enrol into my group?

Q10: If a non-member wishes to join your group and be added to the mailing lists, they can join via the website or your Coordinator.

Q11: Will BCS store sensitive data?

A11: BCS collects name, address, title, date of birth phone number and email address from members. We do not collect sensitive information, however we run an annual anonymous diversity survey to understand our member demographics. During the event booking process special requirements are provided by delegates for BCS to cater for their needs, this information will be collected only for the purpose of a single event and deleted after the event.

Q12: Can information be distributed to BCS and Non-BCS members in one email?

A12: Yes, this can be done via the broadcast list as you currently do.

Q13: Can emails to the list be personalised to include first names, target sub-sets or people and offer a reply to sender function?

A13: If you wish to do targeted marketing you should talk to your Coordinator to discuss your requirements as they may be able to send messages to sub-sets on your behalf using the business intelligence we are able to provide. However, it is unfortunately not possible at present to personalise these with names. We continue to review systems with a view to improvement and hope that personalisation may be possible in future.

Q14: How do we send out an invitation to a meeting using Eventbrite. What information can the inviter get from Eventbrite: acceptances, special requirements, names for delegate badges?

A14: Your Coordinator will set up your Eventbrite links and provide these to you, together with all the information you need to run the event such as the attendees' lists, special requirements and name badges.

Q15: Should Eventbrite be used for committee meetings?

A15: No, Eventbrite is for events only. You should continue to organise your committee meetings as normal.

Q16: What tool should be used for questionnaires and how should they be sent out?

A16: Your Coordinator can arrange and help you circulate a survey after your events or for other surveys that you wish to undertake with your members.

Q17: Who is ultimately responsible for data breaches?

A17: BCS is ultimately responsible, however there is a level of personal liability under GDPR which we are trying to avoid in the implementation of this policy.

Q18: Where outside BCS can I find out more about GDPR?

A18: The Information Commissioners Office has many useful resources relating to GDPR and its implementation. Visit <https://ico.org.uk/>

Q19: What do I do if a member of my group says they no longer wish to be contacted?

A19: If they are a BCS member, the person can leave the group by changing their preferences in MyBCS. If they are a non-member and wish to be removed from the email list, they may use the unsubscribe option in the emails or contact customer services to request removal.

Q20: Will BCS make exceptions for unique cases in our groups?

A20: Under GDPR exceptions are not possible, the law is the law and we all have to comply. BCS has taken what it believes to be the best and most workable approach to handling personal data in the community area to be compliant. There may of course be difficulties in implementation and cases that are exceptional, we will review special practices prior to GDPR implementation on a case by case basis to assess the risk to the business. Please talk to your Coordinator as soon as possible if you think this applies to you.

Q21: Is there a different policy for International sections?

A21: No. The BCS Member Data Policy applies to all BCS member groups. If you think it shouldn't apply to you for some reason, you must contact your Coordinator as soon as possible.

Q22: Is there a different policy for student chapters?

A22: Student Chapters are not constitutionally BCS groups, they are existing university student societies which are simply affiliated to BCS. Therefore, it is the university (normally the Student Union) that is responsible for the Chapter complying with GDPR.

Q23: When the data was previously available, our group downloaded it. Can we still use that data?

A23: No, all personal data that you have previously downloaded must be disposed of immediately. There are risks associated with holding such data that the policy is designed to mitigate. Historic personal data that you currently hold is exactly that – historic and likely out of date! If your historical data is already anonymised then this it is fine to use, for example if you want to run year on year comparisons.

Q24: If we hold a joint event between two groups or a branch and student chapter, or a branch and an external organisation for example, how do we have to set this up and can we pass the attendee information between the groups?

A24: There are a couple of scenarios here.:

- If two BCS branches host a joint event, the normal BCS Eventbrite booking process should be followed via your Coordinator.
- If a branch and a student chapter, or a branch and an external organisation host a joint event, it will depend which group is the lead organiser.
 - If the BCS branch is the organiser the normal BCS Eventbrite booking process should be followed via your Coordinator.
 - If the student chapter or external organisation is the organiser, this will come under the university or external organisation GDPR guidelines.

Q25: Our group offers members a subscription to a magazine as a specific benefit of membership of our group. The secretary obtains the members' contact details to then pass to the publishers. Can we still do this?

A25: Under GDPR the member benefit and process to achieve this will be managed directly between BCS and the publishers. This allows for a more efficient and streamlined process, reducing the burden on volunteers.

Q26: Our group uses a jiscmail account as the primary way of communicating with our members. Is this still ok under the new policy?

A26: Unfortunately, it will no longer be acceptable for the committee to access and process personal data of their group members and therefore you must use the BCS managed mailing list functions as described in the policy section 4.