

Data Flow Analysis - Explanation of Data Flow Diagram

The Data Flow diagram gives a **summary** of what data is held, where it came from, where it is stored, who it is shared with and what we do with it. The official requirements associated with the diagram and why we hold the data are detailed in the [Confidentiality and Data Protection Policy](#), and '[Privacy Notice](#)' and associated appendices.

Where Data comes from:

The blue rectangles indicate where data comes from. It includes all stakeholders.

What Data we control

This is given by the blue arrows. Most of this is self-explanatory but for clarification the following are given.

- Subject data – Names, addresses, email addresses, telephone numbers, household members and family relations
- Attributes - What aspects of the organisation are used by the data subject
- Conversations – Log of discussions with data subjects

The arrows also indicate what data is stored and how it is shared. Most shared data are in the form of news and information. Where subject data is shared, appropriate consent is requested from the data subject.

Where Data is stored

The green rectangles with margins show where data is stored. All Data is securely stored either electronically through passwords and encryption or in secure filing cabinet See [Appendix 9](#). Any data that is stored by organisations outside the E.U. must provide a Standard Contractual Clause (SCC). This ensures that the organisation in question complies with E.U and UK GDPR. Spinal Muscular Atrophy UK. Has SCC'S for all organisations that hold data outside the E.U.

- **Raisers Edge** is our main database for storing subject data information. It is a secure database managed by Blackbaud who comply with the General Data Protection Regulations.
- **Sage** is software that stores all financial data. Sage is the market leader for integrated accounting, payroll and payment systems.
- **Shared area** holds information, policy and documentation required by staff to carry out their duties. Confidential information is kept to a minimum and is always password protected. See [Appendix 9](#)
- **Hard Drive**. Sometimes staff have to download and analyse data for legal reporting purposes. In this instance data is stored temporarily on a hard drive. The hard drive is stored in a secure filing cabinet on site. Data is deleted when it is no longer required.

➤ **Just Giving, The Big Give, Go Fund Me and Virgin Giving.**

These are all sites that receive donations from our fundraisers and donors. Personal data is given to these sites by donors and is used by us to update our data base, process donations and fulfil our legal obligations to HMRC. All data is held securely and never passed to a third party.

Where Data is Processed

The Pink Ovals show where data is processed. Data is processed by us for internal matters such as Human Resources or survey analysis. Data is processed externally to send Newsletters, Surveys and Appeals etc.

- **Printers and Mail out companies:** From time to time, we may use an external printing company, to print labels for a mail out or a mail out company to print and send out newsletters, leaflets etc. We work with a small number of reliable and local companies all of whom are GDPR compliant. Any data that is transferred is password protected. We request evidence that all data provided is destroyed after processing has taken place.

Processors and storers.

The following two organisations both store and process data. Although their storage is limited, and their main purposes is for processing.

- **Mail Chimp** is a piece of external software that holds email addresses and supports the processing of our electronic Newsletter and appeals. All the email addresses held on the software are secure and only available to specified employees of SMA UK. These email addresses are deleted on a regular basis. Mail Chimp have a very strict and compliant privacy policy which you can view here: <https://mailchimp.com/legal/privacy/>
- **Survey Monkey** is a piece of external software that allows us to produce and analyse surveys. It only holds data, that is freely given by data subjects. All data is held securely and never passed to a third party. The Surveys are deleted on a regular basis. Survey Monkey do hold information via their cookies. Survey Monkey have a very strict and compliant privacy policy which you can view here: <https://www.surveymonkey.co.uk/mp/legal/privacy/>

Data is not stored for any longer than required. Data is archived or deleted as appropriate on a regular basis. For more details see the [Confidentiality and Data Protection Policy](#).

What we do with our data

All the data we hold and process is used either to:

- Allow members of staff to carry out their duties in supporting and informing data subjects.
- Allow members of staff to fulfil administrative legal requirements.

No data is ever shared with a third party or changed without data subjects' consent. For more details see the [Confidentiality and Data Protection Policy](#)

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