

# Rotarian Action Group against Slavery

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Website: [www.ragas.online](http://www.ragas.online)

9 April 2018

Issue No 83



Editor: Mark Little – Rotary Club of Norwich St Edmund, England

*“When we come to know that we are living in a world with slaves, that their stolen labor feeds into our shops and homes, the urge to act becomes irrepensible”*

(Kevin Bales)



## RAGAS Breakout Session at Toronto Convention



*at the RAGAS Breakout Session in Atlanta*



For those of you who will be attending the RI Convention in Toronto this June, please note that there will be a RAGAS Breakout Session on Monday 25 June between 13.00 -14.30 hrs.

The aims of the Session are to raise awareness of the nature and extent of contemporary slavery and to encourage as many delegates as possible to participate in projects which help to protect people from slavery and its consequences.

The session will help delegates to understand, inter alia, the true nature of “slavery”, why it exists, where it exists, what mot-

ivates the slave masters, how to recognize the signs of trafficking within our communities, why we need to raise awareness and how we can help to eradicate the crime. At least one third of the session will be devoted to “Questions and Answers”

The Moderator for the Session will be RAGAS Chairman Mark Little and there will be two other speakers, ie Rotarian Carol Metzker, author of “Facing the Monster – How One Person Can fight Child Slavery” and Ann Marie Jones, a Survivor of Slavery.

Carol and Ann Marie will focus on how to protect

children from sex trafficking, a heinous form of modern slavery. Traffickers, slaveholders, and pimps have playbooks and videos with instructions on breaking and selling girls for sex.

Carol and Ann Marie will suggest ways that you and your club can fight back. Hear Ann Marie’s story of encountering child-victims when she was an adult victim, and how services—including Rotary’s assistance—helped her on the road to recovery. Learn practical ways to lend a hand to victims and survivors, as well as to prevent further injustice.

## RAGAS Booth in the House of Friendship

Please note that our RAGAS booth will be Number 312 (see [floor plan preview](#)) in the Toronto House of Friendship.

This will be the eighth booth which the Action Group has organized at

the annual Convention, the first being in Birmingham in 2009.

As we have to staff the booth at all times during the core hours of the Convention ie between 12.00hrs and 18.00hrs, please do let Mark Little

know if you are willing to help on the booth especially during the Break Out session on Monday 25<sup>th</sup> June between 13.00hrs – 14.30hrs.



*Manning the booth at Atlanta*



## Bad News – Labour exploitation is on the rise in Europe



Trafficking for labour exploitation is on the rise across Europe, according to a new report from the Council of Europe's Group of Experts on Action against Trafficking in Human Beings (GRETA).

The report shows that the number of victims of trafficking, has increased in **every** European country. In several countries including Belgium, UK, Cyprus, Georgia, Serbia

and Portugal trafficking for labour exploitation has overtaken sexual exploitation as the main form of human trafficking.

The reports states that the most of the victims of labour exploitation were men, though women and children are also affected.

Labour exploitation often occurs in industries such as, agriculture, catering , hospitality, fisheries, and construction.

The report states that migrant workers are particularly at risk of exploitation with recruitment via the internet and social media a growing trend.

The official statistics are thought to be an under-estimation of the true scale of the problem and the report calls on countries to improve their monitoring and data collection.

## Good News – Significant sentences for trafficking in India



India's cabinet has recently approved a tough new law which could jail human traffickers for life, giving a boost to efforts to crack down on the fast growing crime. The Trafficking of Persons (Prevention, Protection and Rehabilitation) Bill which will soon be considered by the Indian Parliament, aims to prioritize survivors' needs and prevent victims, such as women and girls found in brothel raids, from being jailed. It also aims to unify existing anti-trafficking laws and make India a leader in the fight against such crimes in South Asia.

## Good News – Qatar agrees to reimburse migrant workers

Qatar says it will pay back \$5 million in recruitment fees paid by 30,000 migrant workers who are building stadiums in preparation for the World Cup. By the end of this month the government of Qatar will reimburse 5,500 South Asian migrant workers in Qatar for the fees they paid middlemen to get them a job abroad.

The move was lauded by the International Trade Union Confederation (ITUC) as a "positive step" as many migrant workers fall into debt bondage because recruitment fees are astronomically high.

As Angela Sherwood, Amnesty International's Refugee and Migrants' Rights researcher, notes "The high-interest loans workers take out to meet the costs of their migration often leaves them with crushing debt which significantly increases the risk of forced labour and other severe labour abuses."



## Editorial

The GRETA report about the increase in trafficking in Europe is very disturbing, but it seems to be happening on every continent. Trafficking in human beings is a \$150 billion global industry. It is second only to the drug trade in illicit profits.

Whilst every human trafficking victim is different, a common thread they share is the presence of a vulnerability which traffickers exploit. Those types of vulnerabilities are particularly rampant in the aftermath of natural disasters. Homelessness is one of the top risk factors reported by survivors to the US National Human Trafficking Hotline.

The Nepalese or Gorkha earthquake of 2015 is a prime example of a natural disaster which provided heaven-sent opportunities for those who spend most of their lives feeding off other people's misfortunes, especially the loss of their homes.

The earthquake killed up to 9,000 people, injured over 23,000, destroyed large areas of the Nepali capital, Kathmandu and caused about \$5 billion in damage to properties.

As Peter Campbell – a blogger I came across recently - wrote in one of his blogs at that time “while the good people of the world are trying to

*solve the problems that this earthquake has created, there are other people who saw the earthquake as an opportunity, and they are seizing that opportunity. Enter the human traffickers”*

On pages six and seven of this Newsletter, I have, with Peter's permission, reproduced his blog of the ten steps which are taken to drag vulnerable young girls and women into slavery in places like the notorious Kamathipura brothel of Mumbai. Preceding these steps (but not included in the RAGAS Newsletter) is Peter's comments on how difficult life was for most Nepalese before the earthquake.

It will be interesting to see if the proposed new life sentences for convicted traffickers (noted on page 2) will be approved by the Indian Parliament and then effectively enforced. The omens are good because in a recent case, a life sentence has been passed for the first time in India on two brothel owners who have been jailed for the trafficking, rape and sexual abuse of children.

The husband and wife team who operated the brothel in Gaya in the State of Bihar, were found guilty on the evidence of some of the nine girls who were rescued from the brothel during a police raid. They told the court

about forced abortions, the rapes and how some girls had even committed suicide. Among them was a teenager from Howrah in West Bengal who was kidnapped at the age of 11 and forced to have sex with at least 20 men a day for the three years.

Next month, our existing data protection laws will be replaced by the EU's General Data Protection Regulation (GDPR) which comes into force on 25<sup>th</sup> May 2018. The new regulations which will be enforced across Europe, including the UK, aims to give citizens more control over their data and to create a uniformity of rules to enforce across the continent. These will include much tougher punishments for those who fail to comply with the new rules around the storage and handling of personal data.

The previous data protection laws date from the 1990s and at a time when only the largest companies had the means to collect and store significant amounts of data.

In the intervening years, the ease and sophistication of data collection means that thousands of small and medium-sized enterprises (SMEs) not only collect personal details, but store, move and access them online. Personal data is used by every organization from businesses to charities and organizations like Rotary Clubs.



*Above: After the devastation of a natural disaster comes the rebuilding crews. And that's often when traffickers see their opportunity”*

*Below: A reminder that the new data protection regulations come into force next month.*





## Editorial (Continued)

*“We are entering a new world in which data may be more important than software”*

(Tim O’Reilly)

Cybercriminals have been quick to see the opportunity. In 2017, UK companies lost more than £1 billion to cyber-crime. Major breaches have given criminals access to names, birth-dates and addresses and even social security and pension information. Moreover, a recent report from the Federation of Small Businesses claims that SMEs are now more likely to be targeted by cybercriminals than their large corporate counterparts.

Cybercriminals consider SMEs softer targets than their well defended corporate counterparts, which is why the GDPR is considered long overdue by many authorities.

Although the new regulations come from the EU, it will have a global impact. It will affect any business or organization holding personal data on customers, members or employees based within the EU, and such businesses or organizations need to be preparing

for the change now.

This is what RAGAS has been trying to do these last couple of months. The article on page 5 by RAGAS Secretary, Harry Payne briefly explains how the new regulations will impinge upon the operations of our Rotarian Action Group.

A more detailed explanation of the new procedures is contained in the RAGAS Policy document included in the Annexe to the Newsletter

## RAGAS Initiative - School4Freedom Update Report



The children in the new school which has been established in the Uttar Pradesh village which is being freed from slavery

Readers will recall that thanks to super RAGAS activist Carol Metzker from Pennsylvania, some US\$36,000 was collected from a plethora of Rotary Clubs and Districts as well as individuals to provide funding for a landmark Rotary initiated project. The School4Freedom project is currently being conducted over a 3 year period with the objective of freeing an entire village from generational debt bondage. The budgeted sum was raised to provide funds for facilities to start a school, a salary for 2 teachers for three years, lunches for the children, vocational and education supplies and equipment and the costs of frontline workers to organize and educate parents about their rights as Indian citizens, teach livelihood skills and how to access government services.

With the specialized expertise of RAGAS’s partners Voices4Freedom and MSEMVS in India, the project began in February 2016 in a village in Uttar Pradesh, India. The school is up and running so the village children are currently receiving an education, eight children have been transferred to a government school, a health camp has been organized in the community by the local health department, a women’s self-help group has been formed and the women are currently acquiring vocational skills (eg tailoring, candle-making, duck and crop farming) to bring in new income streams for their families. At the same time villagers are gaining access to government help and learning that they have a basic human right to be free.

According to the latest report recently received from Voices4Freedom, the slave holders continue to visit the community frequently and take its members forcibly to work, but the villagers are beginning to realize that they do not have to be tied in bondage, they do have a basic right to be free and that they can take legal action against their slave masters. It is further reported that that the villagers are still “on schedule” for freedom around the end of this year



## GDPR 2018: How it affects the Rotarian Action Group against Slavery

By Harry Payne, RAGAS Director and Secretary

Whether you are a paid up member, a supporter, have responded to any of our campaigns, or have given money or volunteered for our projects, your continuing support is absolutely vital to the Rotarian Action Group Against Slavery. So, before we proceed, please let me take this moment to say 'thank you' for your support.

There is an imminent change in the law regarding holding personal data. After the 25<sup>th</sup> May 2018 the General Data Protection Regulation (GDPR) comes into effect. Put simply it means we need your consent to hold your data to keep in touch.

### How does this affect our past relationship?

There are RAGAS members who have signed our application form and paid the membership fee, we will take that as your consent. This group fall into the Paid up Members category. Obviously we would like to keep in touch with everyone who is currently on our data base. This we would do via our latest news and anti-slavery activities within RAGAS, featured in our regular Newsletter.

We do also have a large group of supporters i.e. not paid up members. Many have signed up at RI Conventions, Con-

ferences etc to receive the Newsletter and news updates. Because you signed up supplying your data, we are okay with that group too.

However that leaves us with a third group that we communicate with including NGO's and Rotarians in senior positions, whose data we hold for the purpose of distributing the RAGAS Newsletter.

This is data we have 'collected', on a 'perceived' interest basis on our part. If you feel that you may fall into this group, for us to continue to remain in contact with you via the Newsletter, we really do need to have your consent. It doesn't matter if you regularly interact with us, or consider yourself part of the Rotarian Action Group Against Slavery by default – after 25 May 2018 your consent is required for us to retain your data for communication.

If you have no recollection of requesting our Newsletter but do receive it, we will need your consent, i.e. for you to receive our Newsletter and updates about our anti-slavery activities, our campaigning work with NGO's, Government and policy makers.

For a fuller explanation of this issue, please read our GDPR Policy document which is available as an

Annexe to this Newsletter.

You will see it just takes an email at any time from you for us to completely remove your data from our files. For peace of mind regarding your data protection and information, we have a stated policy of 'zero data exchange'. That is. if we hold it that is as far as it goes without your permission. We really do hope with your consent we can stay in touch with you after 25th May 2018.

To play it safe if, you support the ideals of RAGAS, or you receive our Newsletter, but have a doubt as to whether you have 'given consent' to continue to receive communications from us, could we respectfully suggest you enter your details below and return to:

**secretary@ragas.online**

*"I would like to continue to receive the Newsletter and periodic emailed information from RAGAS"*

*Name*

*EmailAddress*

*Rotary Club or Organization*

*Rotary District*

*State/County*

*Country*



*We need your consent to hold your data to keep in touch with you.*



## Sex Trafficking – Start to Finish – 10 Steps

(by Peter Campbell)

**STEP 1: Desperation in Nepal.....**Rural Nepal was in a desperate situation even before the (2015) earthquake. With no food or resources, families were to the point of selling their own children. The earthquake perpetuated and amplified that problem beyond anybody's worst nightmares.

**STEP 2: The Sales Pitch.....**The slimy fingers of human trafficking reach these villages in the form of "brokers" or "madams" who approach local families with "great opportunities" for their poor children. These "opportunities" usually take the form of openings in far away boarding schools, rich foreign men who are looking for wives, or the demand for unskilled labor in big cities. Whatever the story, the punchline is always the same. The broker/madam gives the family money, and the family gives them their child(ren) in return. From the perspective of the parents, it makes a lot of sense. What parent wouldn't want to give their children a better future? After all, it's not as if their children were even in school out in those villages. Little do they know what happens next for their beloved children. Brokers/madams will depart from each village with a gaggle of children that they now own. Once they finish their rounds of all the villages, it's time for them to get their human cargo out of Nepal.

**STEP 3: Smuggling Human Cargo.....**They travel south by bus. When they get to the border, there will be police checks by both the Indian and Nepali border controls. If they get through (which they usually do) it is either because they paid the border control to look the other way, or because the border control didn't catch on to what was happening. Either way, the responsibility falls squarely on the shoulders of the border control here; it is either ignorance or incompetence on their part.

**STEP 4: Transportation → Destination.....**Once they get across the border, they are usually taken to either Mumbai, New Delhi, Calcutta, Dhaka, or Bangkok. The boys will be sold to sweat shops (human trafficking) to work dangerous jobs in terrible conditions. The girls, who are more the focus of this article, will be sold to brothels (sex trafficking). Once these children have been smuggled across the border into India, the traffickers are home free. Almost regulation-free, India is an easy place to get away with bad things.

**STEP 5: Slave Auction.....**When the traffickers get their cargo to their destination (Mumbai in our case), things get *really* bad. The broker/madam sells the children at auction to brothels in much the same way that African slaves were sold in our "American History" textbooks. This, however, is happening right now, whereas the institution of slavery in America has long since been abolished. Similar to these slave auctions we've all read about in history class, these little Nepali girls are evaluated on a certain set of physical criteria. Of course there are many different dimensions to physical beauty, but the most important thing in this arena is age. The younger the better, basically. Younger girls are more "pure" and "tighter," if you know what I mean. When I say "young" I mean like 7 years old. The prime age range for girls being sold to brothels is 7 to 19 years old. By the time girls hits 20, they are thought to have lost these characteristics.

**Interesting detail:** The most "in demand" Nepali district to be from is called Sinderpulchowk. These girls are considered to be the most beautiful, and are often purchased by wealthy men from the Middle East. In these cases, the girls are then flown to Egypt, Saudi Arabia, the U.A.E., or wherever.

**STEP 6: Financial arrangements.....**After that, the girls are officially "employed," by which I mean that they are the property of the brothel. When they arrive at the brothel, they are told what price they were purchased for. This price is the value of their debt to the brothel. They are told that they will not be allowed to keep any of their earnings until the brothel is reimbursed for what they paid. However, once they have paid off their "debt," the rest of their earnings are likely to be retained by the brothel as "rent." Remember that these girls probably have no idea of where they even are. India? Bangladesh? Mars? They don't know. They are kids, and they are from tiny, isolated Himalayan villages



## Sex Trafficking – Start to Finish – 10 Steps (Cont'd)

**STEP 7: Breaking the Girls.....**What happens to them next depends on a number of factors, but the main plot points are basically fixed, regardless of the location. First, to ensure that they don't try to run away, the brothel will "break" the girls, much the same as horses are broken. This process surely varies depending on the location, but today we are focusing on Mumbai's Kamathipura. A photojournalist named Hazel Thompson spent 11 years investigating the brothels of Kamathipura, and in her book, "Taken", she details abuses the girls are put through. They are locked in small cages for months -- sometimes years -- until their spirit is completely broken. They are pretty much only let out of these cages when there are "customers" there to rape them. The first few times that they have "customers" they are drugged to ensure that their rape is carried out smoothly, without protest. This will continue until the brothel's management is convinced that their newly acquired asset will not attempt to escape.

**STEP 8: Life on the Job.....**Once they have been "broken" they are let out of their cages, and they join the rest of the girls with a "full workload." In an average day these girls will be raped by as many as 30 different men. There is no chance for escape because, in Kamathipura at least, there are eyes everywhere. There are "watchers" sitting on top of buildings, phones ready, whose sole job is just to watch the streets like hawks in case any of them try to sneak away. Sometimes, if there are gangs in the area, the gangs assist the brothels by patrolling for and intercepting runaway girls. Other times the brothels go as far as to bribe the local government and police to help them keep their "product" secure. In these cases, if one of the girls turns up missing, the brothel will literally report it to the police so that they can be tracked down and recovered. If a girl is caught trying to escape, she will be brought back to the brothel and publicly punished to scare the rest of the girls in obedience. The punishments usually involve brutal beatings, and being deprived of food.

**STEP 9: End of the product's life cycle.....**Girls that are not chosen by enough clients will be punished (beaten, starved), much the same as girls who attempted to escape. This creates a lot of competition for clients within the brothel. As the girls get older, new, younger girls will be brought into the brothel to work alongside them. When clients enter the brothel, they will have their pick of girls. They are likely to choose the youngest girls available because they are "pure", "tight," and most likely disease-free. Thus, as girls get older, they will be chosen by fewer and fewer clients, and their monetary value to the brothel will diminish, that is *if* they haven't gotten pregnant yet. Usually 20 to 23 years old is the expiration date for these girls, and once their value is spent, the brothel will kick them out onto the street, thrown out with the garbage.

**STEP 10: Life after Slavery.....**There is a cold, hard world waiting outside the brothel for these girls. Once a girl has been discarded, she is literally homeless and penniless, living on the street. The "career" she has just "retired from" is heavily stigmatized, and a topic of intense shame, not only for her, but for her family. Families will often not take their daughters back, even though, in many cases, it was them that sold their daughters to brothels in the first place. There are non profits that work to provide rehabilitation, skills training, and psychological counselling for these girls, but the need for counselling itself (mental illness) is also heavily stigmatized. It is unlikely that these counsellors will ever get these girls to fully open up about what they have gone through, if at all.

*Editor's Note: Having recently delivered a presentation about the need for Rotarians to help an NGO working to help the girls enslaved and rescued from the notorious Kamathipura brothel in Mumbai, India, I found Peter's blog very informative for my purpose. Click on [Peter in Kamathipura](#) for more information on the subject.*



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**Disclaimer:** The views expressed by the contributors are not necessarily those of the Editor or of the RAGAS Board



## Annexe

### **RAGAS - General Data Protection Policy**

Rotarian Action Group Against Slavery needs to keep and have access to certain information relating to its members and supporters to carry out its day to day operations and meet its objectives. It acknowledges the need to safeguard this Data. This information will be obtained fairly and lawfully, The reason we need this data is as follows

**Communication is an operational requirement of RAGAS. Our preferred method of communication is by email. This enables transmission of information to all, through the pages of our regular Newsletter and/or by specific mailings. The Action Group operates within the Geographic Area of Rotary International. To enable us to complete this communication cycle within our administrative area we will need to store and have access to your following Personal Data. We will need Name, Email address, Club Name, the District Number of the Club, State/County, Country of Club location. It could be, that apart from your personal data, you may have expertise or information gained from your experiences. You are encouraged to share details with us, if you so wish. RAGAS would welcome your permission to receive, store, access, and on occasions, share this information. This would only be with your permission, and then only across our administrative group and coordinators. If the occasion should arise, this information, and your personal data would only be used, with your permission, then only through you.**

The Action Group is committed to ensuring any personal data collected will be dealt with in line with GDPR (General Data Protection Regulation). To comply with the requirements, that personal information will be collected lawfully, used fairly, stored safely and not be disclosed to any other group unlawfully.

The aim of this policy is to ensure that everyone handling personal data is fully aware of the regulations and acts in accordance with our GDPR procedures. This document also highlights key GDPR within RAGAS policy.

This policy covers both members and supporters and will ensure that personal data will:  
Be obtained fairly and lawfully and shall not be processed unless certain conditions are met  
Be obtained for a specific and lawful purpose  
Be adequate, relevant and not excessive  
Be accurate and kept up to date wherever possible  
Be processed in accordance with the rights of data subjects  
Be subject to appropriate security measures

The definition of 'Processing' is obtaining, using, holding, amending, destroying and deleting personal data. This may include paper based personal data as well as that kept on secure computer storage systems.

The Personal Data Guardianship Code suggests five key principles of good data governance on which best practice is based. The Action Group will seek to abide by this code in relation to all the personal data it processes, i.e.

**1 Accountability:** those handling personal data follow data handling principles to help gain trust and safeguard personal data.

**2 Visibility:** Data subjects will have access to the information only about themselves that the Action Group holds. This includes the right to have incorrect personal data corrected and to know who has had access to this data.

**3 Consent:** The collection and use of personal data must be fair and lawful and in accordance with the data protection principles. Personal data should only be used for the purposes agreed with the data subject. Personal data is not to be shared with a third party or used for another purpose.

**4 Access:** Everyone will have the right to know the roles and groups of people within the Action Group who have access to their personal data and who has used this data.

**5 Stewardship:** Those collecting and holding personal data have a duty of care to protect this data throughout the data life span, reckoned to be length of paid RAGAS membership. For supporters, until two bounced emails of monthly Newsletter or mailings.

Rotarian Action Group Against Slavery processes the following personal information: Name, Email Address, Rotary Club Name, Rotary District Number, State/County, Country of residence

Personal information is kept in the following forms: Secure Computer Data Files

People within the organisation who will have access to and process personal information are: Chairman, Vice Chairman, Secretary and Treasurer. The Independent Financial Adviser too inasmuch only as the data will be used to aid him/her in the verification of the accounts. On occasions email contact may be used by Coordinators with same constraints as Data Controllers with permission of Data Subject. Contact details may be used, but not held by coordinators.

Under the GDPR, overall responsibility for personal data in a not for profit organisation rests with the governing body. In the case of Rotarian Action Group Against Slavery, this is the Board of Directors.

The governing body delegates GDPR tasks to the Data Controller(s). The Data Controller(s) is responsible for:

- understanding and communicating obligations under GDPR
- identifying potential problem areas or risks
- producing clear and effective procedures
- notifying of any relevant interim changes

**All** personnel who process personal information must ensure they not only understand but also act in line with this policy and the General Data Protection Regulation.

To meet our responsibilities Data Controllers will:

- Ensure any personal data is collected in a fair and lawful way;
- Explain why it is needed before collection or soon after;
- Ensure that only the minimum amount of information needed is collected and used;
- Ensure the information used is up to date and accurate wherever possible;
- Review the length of time information is held, thought to be length of paid RAGAS membership;
- Supporters to be reviewed after five years. Data deleted after two bounced emails;
- Ensure Data is kept safely;
- Ensure the extended rights people have, in relation to their personal data can be exercised

We will ensure that:

- Everyone managing and handling personal information is competent in the procedure.
- Anyone wanting to make enquiries about handling personal information follows a defined procedure

If there is a need, any disclosure of personal data will be in line with our GDPR procedures.

Queries about handling personal information will be dealt with swiftly and politely.

Training and awareness raising about Data Protection and how it is followed in this organisation will take the following forms:

- On induction: Into any position designated to be linked to Data handling

We will inform people whose information is gathered about the following: RAGAS General Data Protection Regulation policies.

Personal information will not be used apart from the exact purpose for which permission was given. Use of information or skill set other than personal data, **with permission** may be shared.

The names of the Data Controllers within this Rotarian Action Group, as specified, currently are Chairman Mark Little, Vice Chairman Dave McCleary, Secretary Harry Payne, Treasurer Stephen Sypula

Anyone whose personal information we process has the right to know, (*see last paragraph*) what information we hold:

How to gain access to this information

How to keep it up to date

How to it may be erased

How to object to data being held

They have the right to not be subject to automatic processing including profiling

Any deletion requests to be carried out as a joint operation by Data Controllers

Individuals have a right under our Privacy Procedure to know what personal data is being kept about **them alone** on our computer files. Any person wishing to access this data should apply, by email writing to Action Group Secretary: [secretary@ragas.online](mailto:secretary@ragas.online)

We can refuse or charge for requests that are considered manifestly unfounded or excessive.

If we refuse a request, we must tell the individual why, and that they have the right to complain to the supervisory authority ICO address below. This must be done without undue delay and at the latest, within one month.

The following information will be required before access to their own records is granted: Enquirers Name, email address, Rotary Club and District Number.

Queries about handling personal information will be dealt with swiftly and politely.

We will aim to comply with requests for access to personal information as soon as possible, but will ensure it is provided within one month from receiving the written request.

This policy will be reviewed at intervals of 2 years to ensure it remains up to date and compliant.

If you have a problem with the way we hold and process your information let us know and we will endeavour to rectify the problem to your satisfaction.

Address your queries please to .....[secretary@ragas.online](mailto:secretary@ragas.online)

GDPR Regulations require us to indicate where you can address your enquiries to if RAGAS cannot provide satisfactory answers to any question regarding how we care for your Data.

The governing authority regarding GDPR is....

**Information Commissioner's Office (ICO)**

**Wycliffe House**

**Water Lane**

**Wilmslow**

**Cheshire**

**SK9 5AF**

RAGAS Secretary Harry Payne

4/4/18