

Policies and Procedures

This document details policies of the Northamptonshire Biodiversity Record Centre's principles and standards in managing the county's environmental datasets, centre governance and provision of quality biological information to support environmental decision-making.

Last updated: 23/07/2020

Review approved: 25/09/2020

Signed Chair of NBRC Steering Committee



For the purposes of NBRC the following definitions apply:

Policies are a clear public statement of the principles that guide the organisation and will provide transparency to users and stakeholders on NBRC position with regard to organisational purpose and practice. **The policies outlined in this document are reviewed, updated and approved as required by the NBRC Steering Committee.**

Procedures describe the operational practices by which the NBRC team enacts its policies. Procedures are guidance for staff, volunteers and others acting on behalf of the organisation. **Procedures referred to within this document are living documents that are updated as required by the NBRC team.**



NBRC policies are organised in the following sections with reference to the respective NBRC documentation held and kept updated by the team

- I. Data Requirements:** *Identification and prioritisation of user requirements, the type and standard of data that must be gathered to meet these requirements, and the definition of sites to be used to locate the data.*
- II. Data Collection and Recording:** *Methodology and tools used to record species and habitats. Support to recorders and recording groups offered by the NBRC including educational assistance in how to identify species, guidance in generating and submitting quality records and fieldwork best practice.*
- III. Data Providers and Data Acquisition:** *Relationships the NBRC will have with its data suppliers, and how the NBRC will receive and validate the data that are supplied.*
- IV. Data Management and Access:** *Formal agreements on data supply and data release, data access controls, data documentation, and data storage and data removal.*
- V. Products and Services:** *The identification and specification of NBRC's products and services and charging for those services.*
- VI. Management of Operations:** *Management structure and responsibilities, personal data privacy, provider and user satisfaction, and dispute resolution.*



I. Data Requirements

Section	Policy		Last updated
Data Requirements	P001	Identification and prioritisation of data	May 2020
<p>The NBRC exists to serve its users, thus the organisation will be user led in the products and services it will deliver and in the prioritisation of its products and services, within the resources available.</p> <p>As such, NBRC management (structure described in <u>P026</u>) will regularly consult with and prioritise resource as informed by user requirement. The NBRC's management will regularly review, and when necessary, change the NBRC's products, services and/or their prioritisation.</p>			
Additional relevant NBRC documentation: Steering group updates and meeting minutes.			

The primary concerns of the NBRC's users relate to (in no particular order):

Planning – Development control and planning policy, identification and assessment of Local Wildlife Sites, habitat survey reports and summaries, optimal habitat management and planning, monitoring planning applications, site assessment and provision of planning responses, provision of adequate baseline data for support of planning decisions in light of national legislation and local policy.

Site management – The provision of ecological information for the development of management plans and specific management objectives.

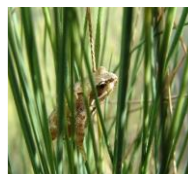
Species protection – Acquisition of data to support species protection programmes particularly for legally protected species, UK and local BAP targets, conservation status lists and rare, scarce and notable species.

Monitoring – Baseline information on the distribution and quality of habitats and species data.

Ecological research – Collation of data on a range of species groups and habitat types, which will provide the foundation for future studies.

Public education – Provision of summarised information on key habitats and species of particular interest to the general public.

From within, and between, these categories the NBRC's products and services will be identified and prioritised to allow the most important ones to be provided first, according to the resources available.





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As the requirements of users are likely to change over time, the NBRC's management will periodically review user requirements and change the NBRC's activities and priorities in response.



Section	Policy		Last updated
Data Requirements	P002	Data sets requirement	May 2020
<p>The NBRC will identify data sets required in line with <u>P001</u> to deliver user led products and services. All accurate and complete biological data has value.</p> <p>The NBRC will share guidance on the recording minimum standards to which data must adhere. NBRC encourages recorders to submit data at the highest possible quality. If required, NBRC will facilitate external expert guidance in specification of particular survey or monitoring techniques to ensure the data gathered will meet the end user requirements.</p> <p>The NBRC will record, track and publicise its metadata and where data sharing agreements are held. The NBRC will share information on any database gaps NBRC and its users are looking to fill. The NBRC will seek co-operative data collection and sharing where possible and where the end user requirements are met.</p>			
<p>Additional relevant NBRC documentation: Annual Reports (2017 – current), Steering Group Minutes, Data Sharing Agreement (2018), NBRC Recorders Handbook (2019).</p>			

The NBRC maintains an internal log of all the data it receives.

The NBRC treats as a ‘data set’ any collection of records that fit together logically as a single entity and come from a known individual, group, or organization.

The NBRC treats small numbers of individual records as ‘incidental records’.

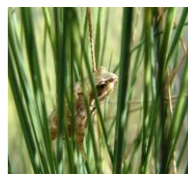
The NBRC will publish and regularly update the extent and gaps in its data holdings to inform collection and sharing of data. The centre will continually work to improve data completeness to meet the needs of the end user. All accurate and complete biological data is valuable, and may have unanticipated use in perpetuity. Whilst striving for completeness, absence of records in our database should not be taken as confirmation of absence of species, and contact details will be provided for other groups where needed. Any limitations of NBRC data will be the result of resource availability, not interest or effort.

It is essential that the right data be collected in order to meet the needs of the end user.

By publicising the data it is seeking to acquire at any particular moment, the NBRC can direct collection by user need, and clearly and precisely specify its minimum content and the standards to which it must adhere. NBRC will support local recording as outlined in P004.

For example the NBRC may specify

- Species it is seeking data for (e.g. conservation status lists)
- Areas it is seeking data within (e.g. grid references)



- Verification criteria and advice in meeting the criteria (e.g. certified by the appropriate County Recorder and supporting evidence needed)
- Minimum record details (e.g. what, where, who, when etc.)
- Data to be assigned to NBRC sites naming within the database.
- Survey techniques (e.g. sward measurement method)
- Best practices for gathering data (e.g. permissions, specimens, disturbance)
- Format for data submission to the NBRC (e.g. website submission, spreadsheet, Recorder6, MapMate, online and national surveys where data sharing exists)
- Online and national surveys shared to the NBRC, where the content and methodology standards of collection are met, and a data sharing relationship is held by the NBRC
- Permission to supply the data (e.g. the supplier owns or has permission to supply the data)

When records are supplied with this supporting guidance this will also form a quality measure for their acceptance, as the provider will also know whether or not the data they are supplying are of an acceptable standard. The minimum data standards and content specified by the NBRC will try to anticipate future uses for the data, to prevent it having only limited value. The NBRC will be aware of the data requirements of national recording schemes and will specify minimum data standards and content to be at least that required by such schemes.



Section	Policy		Last updated
Data Requirements	P003	Definition and publication of sites	May 2020
<p>The NBRC will consider as sites, for recording purposes, all areas of land that have known or potential biological significance, i.e. statutory sites, non-statutory sites, and sites 'created' by the NBRC to facilitate data collecting or handling.</p> <p>The NBRC will ensure that all such sites, designated or not, are correct and adequately described [where information is available]. It will store their definition and boundary information in a form that allows maximum retrieval possibilities and ensures that the requirements of its data suppliers and data users can be met.</p> <p><i>The NBRC will use a stable set of sites whenever possible, but may be required to change site details, to meet new recording requirements. The NBRC will try to keep such changes to a minimum.</i></p>			
<p>Additional relevant NBRC documentation: LWS Sites Selection Criteria, Geological Sites Standard Assessment Form, Annual Report (2017-Current).</p>			

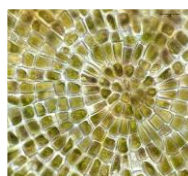
Precise details for how sites are defined are beyond the scope of this policy, however for illustration purposes, the latest thinking on site definition is included below:

Site definition

For recording purposes, Northamptonshire will be divided into 'sites', where a site is an area that has been recognised as having biological significance, e.g. a SSSI, a SPA, a nature reserve, a Local Wildlife Site, a pocket park, a Local Geological Site, a protected verge etc. For parts of the county not assigned a specific site boundary, a record may be associated with a parish or if not, a nearby village or town 'site'. (The accuracy of locating records is determined by the descriptions of the record locations and the precision of their grid references, so associating records to an unbounded nearby village 'site' will not diminish their location information).

Linear features such as rivers, roads and railways may be treated in a special way that allows them to be regarded as single sites, but still allows their records to be usefully grouped along their length.

The NBRC will ensure, where a formal survey exists, that these sites have a clear definition (citation) and that site boundaries are adequately defined. Boundaries and designations of sites are dynamic, the evolution of site status and coverage will be captured and all changes will be stored so that data can be assigned to the relevant site variant. Where a site is reviewed from on the ground data, as the case for LWS and LGS, any changes to the





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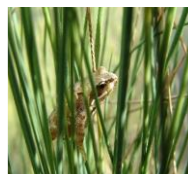
mapped boundary information will be checked and agreed by a member of the relevant selection panel.

Site names

For data recording purposes a unique simple name will be assigned to each site. Site variants will each be given their own unique name. If site names change over time, the NBRC will settle on a 'main' site name and keep a record of alternatives. We will, where possible, work with national recording schemes and recorders to aid consistency in site naming.

Recording site data

All records need to be linked to a locality and on many occasions this will be a defined site. Where sites naming is changed or amended to NBRC defined sites, the original information will be retained with the record.



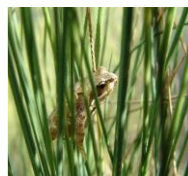
II. Data Collection and Recording

Section	Policy		Last updated
Data Collection and Recording	P004	Improving species identification skills	May 2020
The NBRC will offer advice and encouragement to data providers of all levels of experience on developing their identification skills, to allow them to become more knowledgeable about the taxonomic groups they are familiar with, and to expand their taxonomic coverage.			
Additional relevant NBRC documentation: WILDside Recorders Handbook, WILDside Evaluation, NBRC Newsletters, County Recorder Meeting Minutes, Wildlife Training Workshops Programme 2017-19.			

The NBRC is dependent on accurate data from active recorders. It is essential to ensure that contributing observers are as skilled at species identification as possible, and that they understand what is required for a scientifically complete record. It is also important that they are signposted to support available.

Guidance and encouragement will be given by the NBRC with access to recording reference and equipment, training, talks and events by the NBRC (where resource allows) and the promotion of recommended literature, public surveys, training courses, expert talks, recording groups and vacant recording positions.

National and local Biodiversity Action Plans have increased the need for people with knowledge of specialist taxonomic groups. If the local biodiversity resource is to be properly assessed then it is necessary to encourage a pool of specialists. The NBRC will be party to organised recording groups, species identification training programmes, and support the identification of training needs.



Section	Policy		Last updated
Data Collection and Recording	P005	Recording methods	May 2020
<p>The NBRC will ensure guidance and support is available to recorders in meeting data quality requirements as outlined in <u>P002</u>. When a project requires survey by staff, partners or contractors the NBRC will ensure use of appropriate survey and sampling techniques, (as agreed with external expert advice where required) and encourage the use of recognised standard methods, to ensure the maximum value from collected data.</p> <p>The NBRC will:</p> <p>Promote standard recording methods whenever possible.</p> <p>Promote the latest recording schemes and survey techniques, where known.</p> <p>Share expert advice and guidance about the standard methods used in data collection, or where the information may be obtained.</p> <p>Encourage all data contributors, to continue upgrading their knowledge of sampling, recording and survey techniques through training.</p> <p>Encourage data suppliers to the NBRC to specify the recording methods used for obtaining their data with their submission.</p> <p>Additional relevant NBRC documentation: WILDside Recorders Handbook, WILDside Evaluation, LWS Criteria, County Recorder Meeting Minutes.</p>			

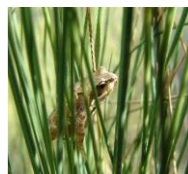
The NBRC has a direct interest in promoting and prioritising data collection and quality. It is therefore in the NBRC's interest to be aware of the best methods for sampling and recording, and encouraging others to adopt and use them.

It is generally accepted that habitat and species data should wherever possible be gathered and recorded in a standardised way. The use of standard methods allows efficient and accurate collection of data, comparisons between data sets and interpretation.



Section	Policy		Last updated
Data Collection and Recording	P006	Recording practices	May 2020
<p>The NBRC will promote recording and survey practices that ensure minimal inconvenience to third parties, and are in accordance with the law, and in line with good nature conservation.</p> <p><i>Landowners and tenants</i></p> <p>Surveys will be carried out in accordance with all current legislation. Permission from landowners will be sought for access to sites and the purpose of the survey fully explained when requesting access.</p> <p>It may be necessary to survey land where the landowner is unknown but only after all reasonable steps have been taken to identify the landowner.</p> <p>Conditions of access will be adhered to, if these conditions conflict with the aims of the survey then the survey will be cancelled.</p> <p><i>Conforming with good nature conservation practice</i></p> <p>Surveys will be conducted so that they do not contravene protected species legislation and so that their impact on populations of species and of features of nature conservation interest is negligible.</p> <p>Recorders will be given guidance on good practice and legal species protection.</p> <p><i>Conforming with good employment practice</i></p> <p>The NBRC will encourage good health and safety practices to be followed regardless of who initiates or undertakes the fieldwork. Should the NBRC undertake or commission any fieldwork the NBRC's health and safety policies will apply as defined by the Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire, the NBRC's hosting organisation.</p> <p><i>Recording with third parties</i></p> <p>Contracted surveys, and surveys carried out by partners as part of joint projects, will conform to the same or equivalent standards encapsulated in <u>P005</u>.</p>			
<p>Additional relevant NBRC documentation: Wildlife Trust BCN Health and Safety Policies, Wildlife Trust BCN Drone Operations Manual.</p>			

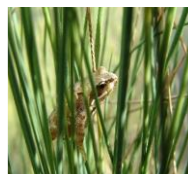
Field recording, either in house or through third parties, is fundamental to the operation of the NBRC.



Surveys are conducted annually (funding permitting) in partnership with our host in order to assess and update the quality and designation of LWS/PWS sites and their habitats. NBRC works with the UK Geological Society in LGS site reassessment. The NBRC team, with individual recorders also arranges occasional bioblitz survey events, as well as encouraging individual recording of species across the county in areas of public access.

Without proper precautions, fieldwork could compromise nature conservation objectives through the disturbance of rare species or the reduction of populations. Recorders involved with any NBRC survey will be made aware of the legal and moral importance of recording sensitively, legally and with minimal disturbance. It is important to realise that there may be a perception that some survey techniques could be damaging to nature conservation, all fieldwork undertaken will be approved only with due diligence and compliance of current legal advice.

Landowner permission for access to a site is not only a legal requirement but is seen as an important part of securing support for the aims of the survey from the landowner. Landowner contact details, where known, will be held securely and used by the NBRC only for this legitimate purpose and never passed on without permission.



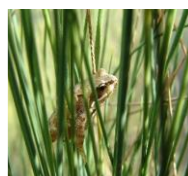
III. Data Providers and Data Acquisition

Section	Policy		Last updated
Data Providers and Data Acquisition	P007	Sources of data	May 2020
<p>The NBRC will identify, develop and maintain relationships with individuals and organisations that hold, or potentially hold, significant biological data relevant to the area of coverage of the NBRC.</p> <p>At any particular moment the NBRC will be most active in seeking to acquire the data sets identified by <u>P002</u>, so will most actively be involved with the organisations and individuals that can provide this data. However, this will not prevent it developing relationships with others who may hold other data sets and may become providers of data in the future.</p>			
<p>Additional relevant NBRC documentation: Data Sharing Agreement, Annual Report (2017-Current), County Recorder Meeting Minutes.</p>			

The NBRC will ensure that data coverage is as comprehensive as reasonably possible and relevant to its users' needs. It will ensure that data quality is maintained to demonstrate continued relevance and engender support from its suppliers and users. NBRC will make clear the groups with whom data is received and, where needed, it will direct users to other groups.

There are a variety of organisations and individuals that can provide and share data; separate agreements will be in place for these differing categories. Priority in actively seeking to form data relationships will be guided by P002.

It is impractical for the NBRC to collate and maintain all the potential biological data relating to its area. However, the NBRC will ensure it is aware, as far as possible, of the location, validity and availability of data sets relating to its area of operation that it either has been unable to acquire, or which are non-priority data sets.



Section	Policy		Last updated
Data Providers and Data Acquisition	P008	Working with data providers	May 2020
<p>The NBRC will establish, and maintain, long term relationships with data providers, and invest in their customer care.</p> <p>It will actively encourage and support data providing individuals, groups and organisations with educational assistance, data services, feedback, etc., in return for their support in use of their records. It will ensure that any restrictions placed on use the data are honored and that, as the originator are appropriately acknowledged in publications and reports.</p> <p>The NBRC will inform suppliers and potential suppliers of its current needs for data, and the required recording standards, identified via <u>P002</u>, and seek to influence their data collection and reporting accordingly.</p> <p>The NBRC will regularly review its data provider support taking into account recorder and user needs, volume and quality of records received, and resource availability, and it will correspondingly adjust services provided.</p>			
<p>Additional relevant NBRC documentation: Terms of Use, Data Exchange Agreement; County Recorder Meeting Minutes, Annual Report (2017-Current).</p>			

This policy has the following strategic objectives:

- To maintain the flow of usable data
- To ensure data are reasonably accessible to users
- To maximise efficiency in acquiring data
- To encourage recorders to extend their skills and conform to standards.

For the NBRC to function, data providers, whether individuals or organisations need to provide access to past, present, and future records. All providers, whether resident or visitors, may be recorders, whatever their recording level.

The NBRC will ensure ownership details are tied to data and good data security is in place. It will abide by the conditions of data exchange agreements. The NBRC will emphasise the value of pooling data and clearly explain how it deals with the usual concerns, i.e. data ownership, confidentiality, data security, acknowledgements and charging issues.

All data providers are important and the NBRC will cultivate long-term relationships with them. The NBRC will offer data providers a range of services and feedback. The importance of their role to the NBRC will be made clear, and where appropriate, will be acknowledged in publications and reports that use their data.



Data providers form a spectrum from novice non-specialists to experienced specialists. Specialists are particularly important, as they are often the only people providing records for certain taxonomic groups and are also needed for verifying records.

Specialists are often part of a wider recording network and can therefore form an excellent link between the record centre and specialist organisations leading to the identification, for example, of more records, recording effort or awareness of the NBRC.

The greater the skill of the recorder base, the more efficiently the NBRC can function. Through the application of P004 the NBRC will seek to help the recorder base expand its capabilities.

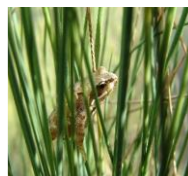
There are several categories of data provider, for example:

Individuals – amateur or professional naturalists

Recorder groups – constituted clubs, societies and recording schemes comprised mainly of amateur naturalists. Contact with these will usually be through their Lead Recorders.

National recording schemes – organisations that collect national data, but who may be able to supply data to local record centres.

These categories are covered by the same policy but may require separate action and guidance. The type and level of support needed by these different categories is likely to vary.



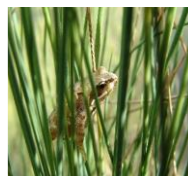
Section	Policy		Last updated
Data Providers and Data Acquisition	P009	Public information gathering	May 2020
<p>The NBRC will support biodiversity and habitat information collection by the public and community groups, in association with other wildlife groups as appropriate.</p> <p>This will include NBRC designed public surveys that are accessible, that educate and ensure good practice in surveying activity, in line with P004, P005 and P006. Educational and survey resources held by the NBRC will be managed and made accessible to encourage and support public information gathering.</p>			
<p>Additional relevant NBRC documentation: Recorders library inventory, WILDside Evaluation, Annual Report (2017-Current), Using the NBRC Website to Submit Records.</p>			

Public involvement in collecting species and habitat information can help in the protection and enhancement of local biodiversity and aims to:

- Promote awareness and understanding to a wider audience
- Forge links with local communities and a base of support for environmental recording projects
- Develop a network of reliable dedicated recorders who are directly or indirectly enhancing the local environment
- Generate a greater understanding of the work of the NBRC through publicity and liaison with the public.

Suitable care will be taken to ensure that legislation and NBRC policies on good practice as promoted by [P006](#) are upheld. Surveys will be targeted and suitable for public involvement, making recording accessible, providing advice, assistance and training when needed.

NBRC survey equipment and educational resources will be made available to access, use and borrow. Decisions on any newly acquired resources will be recorder led, as and when storage capacity and funding allows. Surveys may also be undertaken in conjunction with other wildlife groups, with the NBRC performing an appropriate role agreed at the time.

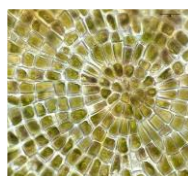


Section	Policy		Last updated
Data Providers and Data Acquisition	P010	Commissioning of surveys or monitoring	May 2020
<p>Occasionally, in order to satisfy particular user requirements, the NBRC may need to commission surveys, or initiate monitoring programmes, to gather data that are unavailable through other sources.</p> <p>The NBRC will make clear in line with <u>P002</u> what data it requires and will approach individuals and organisations that may be able to acquire the data. The NBRC will negotiate with potential data providers, on a case-by-case basis, the terms and conditions for obtaining the data, though these will remain in line with the NBRC's policies and procedures. If professional services need to be appointed then the NBRC will endeavor to obtain the best value for money through fair and open procedures.</p>			
<p>Additional relevant NBRC documentation: Data Sharing Agreement.</p>			

Most of the NBRC's data needs are likely to be met through regular contact with data providing individuals and organisations who will supply field observation data through data supply agreements and partnerships. Occasionally, however, particular user requirements may dictate that other types of data may need to be gathered, and it may be necessary for the NBRC to commission surveys or monitoring to acquire this.

The NBRC will consider all practical avenues for obtaining the data and will decide upon the best course of action on a case-by-case basis.

While the NBRC may develop a set of preferred suppliers with whom it has successfully worked before, the NBRC will continue to look for alternative sources and will always try to ensure value for money.



Section	Policy		Last updated
Data Providers and Data Acquisition	P011	Data acquisition	May 2020
The NBRC will accept ecological data in agreed formats and process this information efficiently and accurately using agreed procedures.			
Additional relevant NBRC documentation: Privacy Policy, Terms of Use, Using the NBRC Website to Submit Records, Recording Spreadsheet, Data Sharing Agreement, & Record Validation and Verification Procedure.			

The NBRC will efficiently incorporate information received into its database, so that the data become available for use as quickly as possible.

In order to efficiently meet P002 the NBRC will document and publish the desired formats for data submission and will put in place efficient mechanisms to handle data supplied in these formats. Example formats that will be considered include Recorder export or database, Access database, Spreadsheet, MapMate export, CSV file, Tab-separated-variable file, etc. Paper records may also be accepted when an electronic source is unavailable.

If a data supplier offers data in an alternative format, the NBRC will consider on a case-by-case basis whether the data are of sufficient value to justify handling the non-standard format. If the data value is insufficient the supplier will be treated respectfully, and either the offer of their data politely declined (explaining that it is the format that is the problem and not the data), or more likely, they will be asked if they could repackage it to use a desired format.

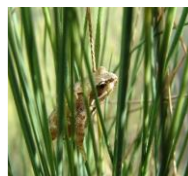
The NBRC will also publish the preferred methods and procedures for delivery of data in the desired formats (e.g. online, by email, by post) and procedures in place to accept data using these methods.

The data supplier is expected to adhere to the agreed procedures for ownership, storage of data, access and security.

The NBRC will maintain a database of the data sets received from suppliers. This is covered more fully in P018.

The receipt of records will be acknowledged.

Data entry into the NBRC's database will be prioritised in accordance with P001.



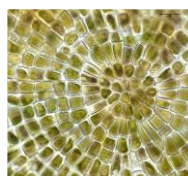
Section	Policy		Last updated
Data Providers and Data Acquisition	P012	Data quality validation	July 2020
<p>The NBRC will ensure that incoming records meet the minimum quality standards specified via P002. Any data found to be below standard in content or accuracy will not be incorporated into the NBRC database, but will be referred back to the supplier to see if the deficiency can be rectified.</p> <p>The NBRC will ensure that when habitat, site and other geographical information are newly digitised they are verified and captured using up to date and appropriate scale base maps and in accordance with current digitising standards. Where historic issues are found (crossing boundaries etc.) they will be corrected, some exception is made for historic inaccuracy where boundaries have been digitised from old paper OS maps. An appropriate standard of habitat definition will be used for habitat data.</p>			
<p>Additional relevant NBRC documentation: Using the NBRC Website to Submit Records, Recorders Handbook, Record Verification and Validation Procedure.</p>			

As stated in [P002](#) the NBRC will set minimum and desirable record standards for precision, accuracy and content of supplied data. (These may vary according to the type of record). The NBRC will normally encourage the submission of data of a higher quality than that described by the minimum data record standard.

Upon data reception, and before they are incorporated into the database, the NBRC will check the data as best it can to ensure they meet the minimum content for that type of data.

As well as having a minimum content, the data must also be accurate. The data may need to stand up to legal scrutiny, e.g. if the data are used to select sites for protection by law, or in local development plans. Accurate information is also important for the compilation of conservation status lists and reviewing progress with the Biodiversity Action Plan. Generally speaking, there is little value in having a database whose contents are uncertain.

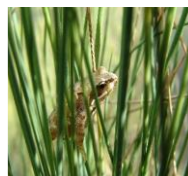
The NBRC will therefore, as best it can, verify that the data supplied are accurate. This will chiefly be achieved by ensuring that data are complete, acquired only from reliable sources, based on quality base maps (such as MasterMap) and appropriate R6 taxonomic naming. So as to ensure data received is available for consideration by users, NBRC may include data yet to be verified in the database. This will be flagged as such and status updated to verified or removed as quickly as possible.



Some historic records may not satisfy all the requirements for a valid record, but may still contain enough accurate information to be of potential value for understanding long-term changes in landscape, flora and fauna. (A historical record is defined as any record for which it is impossible or undesirable to contact the recorder or donor for further information to upgrade the record). Historical records will be handled on a case-by-case basis to see how, or if, the data can be incorporated without detracting from the integrity of the database. They may be kept separate from the main database if necessary, but still be available for study when required.

When digitising geographical information different base maps will be appropriate in different circumstances, but the most accurate and up-to-date ones should be used, which will usually be Ordnance Survey MasterMap.

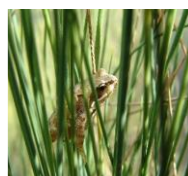
National standards for capturing habitat data and categorisation systems are evolving (Phase 1/ UKHab) the information captured and mapped will be appropriate for the categorisation system used, and will undergo appropriate checks (comparison with existing habitat inventories, aerial photos, species data, on-the-ground survey and consultation with local experts) to ensure correctness when digitised.



IV. Data Management and Access

Section	Policy		Last updated
Data Management and Access	P013	Data supply	May 2020
<p>A Data Sharing Agreement (DSA) will be signed with each supplier of data to the NBRC that details the terms and conditions of the relationship between the parties. This will be written in plain English and will explain the responsibilities of the NBRC and the responsibilities of the supplier.</p> <p>Standard agreements that can be used with many different suppliers are to be preferred, as this will allow common procedures to be applied across many datasets, however customised agreements may be considered when the value of the data supplied justifies special procedures.</p> <p>Obligations imposed upon the NBRC will include data access controls, safe data storage, documentation of data supplied, conformance with the UK Data Protection Act (DPA) 1998 and the General Data Protection Regulation (GDPR) May 2018, confidentiality, use of sensitive data, use of data in publications, accreditation, audit of supplier's data if requested, removal of supplier's data if requested.</p> <p>Obligations imposed upon the supplier will include:</p> <ul style="list-style-type: none"> the right (i.e. copyright) to supply the data to the NBRC validation of submitted datasets (to the best of their ability) identification of which data are to be regarded as sensitive and specification of how such data may be used notification of subsequent data corrections, changes of personal details (to conform to the Data Protection Act and GDPR) where data sharing is two-way, the terms of data supply by the NBRC (to meet our legal obligations) as covered in <u>P014</u> <p>Frequency of data updates and formats and procedures for data supply could be covered in the DSA, but may be agreed less formally.</p>			
Additional relevant NBRC documentation: Data Sharing Agreement			

The NBRC needs to understand the ownership of all the data it holds including raw data (information supplied to the NBRC prior to any processing of it) and any processed information it may produce or acquire. It needs to agree with the owners of data how it will be managed and used. Permissible uses for data gathered during public surveys will be stated in advance and made clear in the terms of the survey and submission of records by



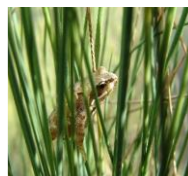


Northamptonshire Biodiversity Records Centre

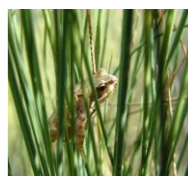
The home of quality ecological data in Northamptonshire

an adult will imply consent to these. Where a recorder is under 13, specific parental/guardian consent is required.

The data owner is the person who has intellectual property rights over the data. When data are first recorded in a physical form e.g. on paper or computer, the person making the record owns the data. This person can then give this property to any other person if they so wish.



Section	Policy		Last updated
Data Management and Access	P014	Data release	May 2020
<p>All data release will comply with the terms and conditions of sharing agreements with the NBRC that cover the data to be released**.</p> <p>Data as released in a standard NBRC data report for a given area will provide a map and a report including; location of and, where available, descriptions of formally designated statutory and non-statutory sites and lists of protected and notable species records (including red data book and Biodiversity Action Plan species) with dates and spatial references. NBRC's Information Request Form outlines the terms and conditions of data release; submission of the completed form by the enquirer is treated as acknowledgement and agreement to these terms and conditions. Data is provided (un-interpreted) by the NBRC to the enquirer (and their client) only for the purpose(s) and time specified. Data ownership remains with the originators. Data cannot be reused or stored beyond the life of the project for which they were acquired.</p> <p>Data will also be released by the NBRC under either a; Data Sharing Agreement (DSA), a Data License Agreement (DLA), or a Service Level Agreement (SLA) for main users which may also include additional services as detailed in P015, that has been signed by the appropriate party or parties. The agreement between the NBRC and another party will detail the terms and conditions whereby the NBRC will release data to them and the obligations of both parties.</p> <p>Obligations on the data recipient will include:</p> <ul style="list-style-type: none"> • what they can and cannot do with the data • how long they may hold it for and in what format • what accreditations they must use in reports etc. • who they may or may not release the data to • what charges they must pay (if any) • the requirement to delete data from their systems if they become ineligible to use it. <p>Obligations on the NBRC will include ensuring the right to release the data by compliance with all relevant DSAs that include supply to the NBRC, the provision of a fair and impartial service in a reasonable amount of time and at a reasonable cost (if a charge is levied) and compliance with all relevant legislation. Where sensitive data may be released, the NBRC is obliged to attempt to check the credentials of the intended recipient, and reserves the right to withhold data if it believes that wildlife or habitat may be harmed otherwise. The NBRC may also need to withhold or redact personal data held with biological records for legal compliance as detailed in P019.</p>			



Additional relevant NBRC documentation: Standard Service Level Agreement, Data Sharing Agreement, Data License Agreement, Information Request Form

Agreements for data release are important, as they exist to protect the suppliers, their data, and ultimately wildlife and habitats, against misuse of the data. By formalising the data release the data recipient becomes aware of their obligations to use the data in a responsible manner (with a hint at the possibility of legal implications if they don't).

They also clarify what the recipient can do with the data, so they can use it with confidence within the terms of the agreement.

They also clarify what the NBRC is expected to do (or not do) and thus what service the recipient can expect from the NBRC.

There are likely to be different types of standard data release documents (DSA, DLA or SLA) to cover common forms of data release, such as to ecological consultants, to national recording schemes, to officers in local or national organisations, to county recorders or individual recorders, etc.

P022 covers the products and services that may be offered for which a data release document needs to be signed.

***Note: As data ownership is retained by the data originators, data release reports from the NBRC database are shared as per agreement with them. Therefore, the NBRC (and any third parties to whom data is shared) is exempt from directly sharing this information as per the Environmental Information Regulations 2004 'release of data where it is in the public interest to do so'. We work to provide cost-effective data services to ensure up-to-date reliable information on legally protected, rare or threatened species, habitats and sites are available to decision makers and policy makers. Where there is agreement with data owners derived data may be shared for the public benefit.*

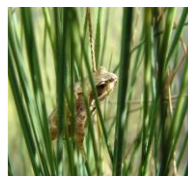


Section	Policy		Last updated
Data Management and Access	P015	Service Level Agreements	May 2020
<p>Service Level Agreements (SLAs) will be established between the NBRC's management (as defined by P026) and its main users.</p> <p>They will detail the type and extent of services and products that the NBRC will supply as a result of each main user's support of the NBRC. NBRC's management will decide the type and extent of such products or services for each individual SLA.</p> <p>As main users will have the same data-use obligations as any other users.</p> <p>A SLA will comply with all terms and conditions of all DSAs that cover any data released, or service provided**.</p>			
<p>Additional relevant NBRC documentation: Service Level Agreement (standard template)</p>			

As a result of their support of the NBRC, main users will be entitled to specific products and services from the NBRC. These will be detailed in each SLA. The NBRC will keep records of the products and services delivered to each main user to ensure that the user is receiving the service it expects and to ensure that the user is entitled to the products and services it is requesting.

If the type or extent of the service requested by the user goes outside that specified in its SLA, the NBRC may prioritise other main users above that user, and may at its discretion limit the service it provides and/or charge, as for other users.

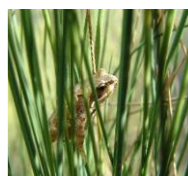
***Note: As data ownership is retained by the data originators, data release reports from the NBRC database are shared as per agreement with them. Therefore, the NBRC (and any third parties to whom data is shared) is exempt from directly sharing this information as per the Environmental Information Regulations 2004 'release of data where it is in the public interest to do so'. We work to provide cost-effective data services to ensure up-to-date reliable information on legally protected, rare or threatened species, habitats and sites are available to decision makers and policy makers. Where there is agreement with data owners derived data may be shared for the public benefit.*



Section	Policy		Last updated
Data Management and Access	P016	Access to data	May 2020
<p>The NBRC will provide access to the data it holds, subject to any conditions imposed on its use by the UK Data Protection Act (DPA) 1998 and the General Data Protection Regulation (GDPR) May 2018, Environmental Information Regulations 2004**, Freedom of Information Act 2000**, Copyright and Intellectual Property Right law, or any other laws of the land that apply.</p> <p>It will control access to data in accordance with its policies on charging, agreements (DSAs) with its suppliers (which include ownership and confidentiality) and priority levels imposed by management. Restrictions on the release of information may therefore apply.</p> <p>Access to data will be provided subject to any conditions imposed on its use:</p> <ul style="list-style-type: none"> • Data will be released to users within the terms of a NBRC Information Request Terms and Conditions or Data Sharing Agreement. • Data will be released to partners within the terms of their relevant Service Level Agreement. <p>Direct access to data by personal callers by appointment only.</p> <p>Data may be withheld if NBRC staff believes that wildlife may be harmed as a result of releasing it.</p> <p>NBRC staff are allowed access to the data in its databases in order to do their work.</p> <p>All enquiries and supply of information will be logged.</p> <p>Additional relevant NBRC documentation: Data Enquiry Log, Information Request Terms and Conditions, Data Sharing Agreements, Website Terms of Use, Website Privacy Policy, Data License and Service Level Agreements, & Information Request Form.</p>			

The data within the NBRC have been gathered and are owned by a number of different organisations and individuals. Some of the data are held subject to terms and conditions laid out in Data Sharing Agreements. These terms and conditions in some cases restrict the NBRC's ability to supply data. The NBRC may therefore restrict access to sensitive data.

The NBRC has clear terms and conditions specified in Data Sharing Agreements, Website Terms of Use, Website Privacy Policy, Data License and Service Level Agreements,



Information Request Form under which users could gain access to data. The NBRC's procedures ensure that access to data is in accordance with all terms and conditions.

Control on access to personal data is necessary under the UK Data Protection Act (DPA) 1998 and the General Data Protection Regulation (GDPR) May 2018.

Access may also be restricted due to resource limitations.

This policy aims to ensure that:

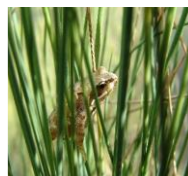
- The data supplied meets users' needs
- Data are managed in an effective and efficient manner
- Copyright and ownership constraints attached to the data are complied with
- Release of data does not harm sensitive species or habitats
- Data suppliers are reassured that their data will only be released to third parties according to clear policies.

***Note: As data ownership is retained by the data originators, data release reports from the NBRC database are shared as per agreement with them. Therefore, the NBRC (and any third parties to whom data is shared) is exempt from directly sharing this information as per the Environmental Information Regulations 2004 'release of data where it is in the public interest to do so'. We work to provide cost-effective data services to ensure up-to-date reliable information on legally protected, rare or threatened species, habitats and sites are available to decision makers and policy makers. Where there is agreement with data owners derived data may be shared for the public benefit.*

Any data passed on under this act (with agreement of the data originator) remains the copyright of the data owner and use is restricted to those permissible under the copyright act for 'research for non-commercial purpose and private study' and 'for criticism, review and news reporting'.



Section	Policy		Last updated
Data Management and Access	P017	Confidentiality and Privacy	May 2020
<p>This confidentiality and privacy policy details the purpose, type, use and storage of personal and confidential data collection by the Northamptonshire Biodiversity Record Centre. The NBRC will conform to the UK Data Protection Act (DPA) 1998 and the General Data Protection Regulation (GDPR) May 2018. This policy details how control over this data is managed to meet our legal and moral obligations. The Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire data protection, data schedule and privacy policies also apply as our host and 'data controller'.</p> <p>The NBRC will attempt to hold only the minimum of personal information necessary for it to function. It will keep adequate records of what information is held and will respond appropriately to any enquiries from individuals seeking to know what information the NBRC holds about them.</p> <p>This confidentiality and privacy policy will be highlighted on our website, including any updates, to ensure transparency of the information that we collect, how we use it, and under what circumstances we disclose it. By visiting and using www.northantsbrc.org.uk you accept the practices described.</p> <p>NBRC collect personal data for the following purposes:</p> <ul style="list-style-type: none"> • responding to general enquiries • for our working relationships • maintaining historical biological records • information requests • to meet our legal obligations • to obtain survey access permissions • to run recording events • regular communications (such as our newsletter) • safeguarding, health and safety & security of staff & volunteers • evaluating website (cookies & google analytics) activity <p><u>Responding to general enquiries</u></p> <p>If contacting us by email, phone or post we will only keep information provided to us for the duration by which we need to adequately satisfy the enquiry made.</p> <p>The NBRC may seek to build a list of experts that are willing to be contacted regarding specific aspects of wildlife, such as species or habitats. No one will be added to this list</p>			



without first obtaining agreement from the individual concerned, and all requests to be removed from such a list will be honoured.

Workplace contact details may be passed on when this is thought to be relevant to an enquiry, where their contact details are not their home contact details, and where their details are in the public domain.

Where a workplace contact is not possible, NBRC will only pass on relevant personal contact details (i.e. home phone numbers, personal email and/or home postal addresses) that are already in the public domain or when agreement has been reached with the individuals concerned. Otherwise, the NBRC will act as a go-between (with use of Bcc).

The ICO define the lawful basis for processing personal data for these purposes as 'legitimate interest' and 'consent' in passing on details as described.

For our working relationships

The NBRC hold working relationships with a range of stakeholders (e.g. statutory bodies, landowners, recording societies, charitable and educational organisations etc.) and maintain a contact list for day-to-day work.

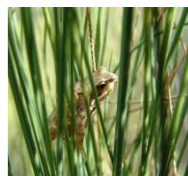
The ICO define the lawful basis for processing personal data for these purposes as 'legitimate interest'. We follow the National Biodiversity Network guidance for GDPR and Biological Recording. If you feel your personal rights override our legitimate interests you can ask us to not use information supplied and/or submit a record anonymously.

Maintaining historical biological records

We hold, store and collect biological records. Personal data is kept with each record for validation and verification purposes. This data is permanently stored within our managed database. Personal information about data providers is not given to data users or sold to third parties. The names of data providers is supplied with species records to country recorders for verification purposes. The data may also be supplied, to the National Biodiversity Network (NBN) for use in the NBN Atlas, this would not include names, addresses, phone numbers or email addresses. The source of a record, if from a verified dataset may also be provided.

The ICO define the lawful basis for processing personal data for these purposes as 'legitimate interest'. We follow the National Biodiversity Network guidance for GDPR and Biological Recording. If you feel your personal rights override our legitimate interests you can ask us to not use information supplied and/or submit a record anonymously.

Some submitted information might be marked as containing confidential information about species or habitats. This may be due to concerns that information abuse could threaten wildlife. The NBRC will take all reasonable steps to avoid the use of its data for destructive purposes, whilst at the same time ensuring that wherever possible decisions that may affect wildlife are taken in possession of the facts.



Confidential data is not included in our standard workspace and thus this data is not released in any standard searches.

Very occasionally prospective users of data may have a destructive intention for species or habitats. The NBRC will withhold any data (confidential or otherwise) if it has any concerns about potential abuse. If known, the NBRC reserves the right to withhold data from a prospective user who has failed to observe conditions in the past.

Information requests

The personal information requested in our information request form is needed to supply the required data set and comply with our contractual responsibilities. For this, we will usually collect basic information about you, including your name, company, postal address, telephone number, email address and payment bank details.

The ICO define the lawful basis for processing personal data for these purposes as 'contractual'.

To meet our legal obligations

We keep records for the purpose and period of time required to meet our legal obligations (for HMRC, Companies House, HSE).

The ICO define the lawful basis for processing personal data for these purposes as 'legitimate interest'.

To obtain survey access permissions

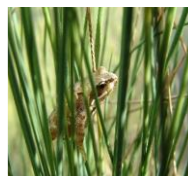
In the course of its work, the NBRC may acquire ownership details for areas of land or water. These will only be held in order to meet essential legal obligations for *e.g. survey access permissions* and not be passed on to anyone without permission from the owner. The NBRC may act as a go-between if necessary.

Where a landowner has granted access for a survey with restrictions on how its findings may be used or distributed, the NBRC will honour those restrictions. If however the conditions are too onerous, the NBRC reserves the right not to accept the data.

The NBRC will be sensitive to the risks of increasing public access pressure on private land when running public survey and in deciding whether to release data to members of the public or for publication.

The ICO define the lawful basis for processing personal data for these purposes as 'legal obligation' in arranging survey access, 'legitimate interest' in holding the survey data gained and 'contractual' in passing on any details.

To run recording events



The personal information requested is needed to comply with our legal obligations to ensure our events are delivered safely; this includes your name, a mobile contact number, emergency contact number, time of attendance by signing in and out.

The ICO define the lawful basis for processing personal data for these purposes as 'legitimate interest'

Additional information may be requested including permission to be included in photography and gain your feedback to inform our event planning.

The ICO define the lawful basis for processing your data for these purposes as 'contractual'.

Regular communications (such as our newsletter)

Whenever we request communications we clearly indicate the use of the information and ensure personal information is held securely for the period of time and purpose that permission has been obtained for. We may request information including your name, email address, phone number, NBRC interests, and contact preferences. As well as providing the requested communications we will periodically check in to ensure you still wish to be contacted by us.

The ICO define the lawful basis for processing your data for these purposes as 'contractual'.

Safeguarding, health and safety & security of staff & volunteers

If you are staff or a volunteer then we may collect extra information about you, for example (references, criminal records checks, details of emergency contacts & medical conditions). This information is held securely for the period of time you are actively volunteer with us to fulfil our legal obligations to you. We will collect and store information on the projects you are working on and the time given to the Northamptonshire Biodiversity Record Centre.

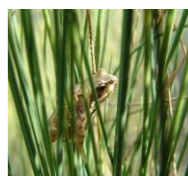
The ICO define the lawful basis for processing personal data for these purposes as 'legitimate interest'

To contact you about new volunteering opportunities or job advertisements we need to hold your permission for this purpose to be added to our mailing list.

The ICO define the lawful basis for processing your data for these purposes as 'contractual'.

Evaluating our website activity

When visiting a webpage on www.northantsbrc.org our servers automatically identify and log the HTTP request made and issues 'cookies'. A 'cookie' is a small text file received by your computer when visiting a website that allows that site to know that you have visited it before. The cookies do not hold any personal information and we cannot use them to find out who you are. This information can be used to analyse website use, and ensure



compatibility of browsers and operating systems and for tailor our website for visitors. Northamptonshire Biodiversity Records Centre. The NBRC will not disclose personal information on your browsing activity to any third parties.

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit: www.allaboutcookies.org

To opt out of being tracked by Google Analytics across all websites visit: <http://tools.google.com/dlpage/gaoptout>

If you choose to provide personal information in order to create an account and login to our password protected pages, the personal information you provide will only be used for this purpose and never shared with third parties. You can contact us to remove your account at any time.

External sites

We are not responsible for the privacy practices or the content of any other websites linked to our website. If you have followed a link from this website to another website you may be supplying information to a third party.

Personal information provided by third parties

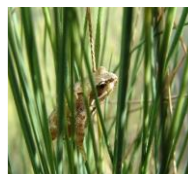
The NBRC may receive biological field records from partner organisations which may include personal data with the species and ecological data.

CCTV

Our host organisation premises has CCTV and you may be recorded when you visit them. CCTV is there to help provide security and to protect both you and Wildlife Trust Beds, Cambs and Northants. CCTV will only be viewed when necessary (e.g. to detect or prevent crime) and footage is only stored temporarily. Unless it is flagged for review CCTV will be recorded over. Wildlife Trust Beds, Cambs and Northants complies with the Information Commissioner's Office CCTV Code of Practice, and we put up notices, so you know when CCTV is in use.

We are committed to keeping information disclosed to us secure and use all reasonable precautions to do so. NBRC security and storage of your personal information is detailed in P019.

Additional relevant NBRC documentation: Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire's Data Protection Policy, Privacy Policy and Data Retention Schedule, Enquiry log.



A clear confidentiality and privacy policy is essential to assure data suppliers that information they supply will not be misused and ensure any information acquired about suppliers, landowners, individuals or organisations are handled correctly and lawfully.

There are several reasons why information may need to be treated as confidential:

- In meeting the right to maintain personal privacy and choose how that personal information is treated.
- Where release of data may endanger species or habitats.
- Where a landowner has granted access with conditions attached.
- Where property details become known that are not otherwise public.

Personal confidential data can only be passed on with their permission. As the NBRC will hold only the minimum amount of information about individuals, this is unlikely to extend beyond contact details, any positions they hold in relevant organisations, or skills or knowledge they possess relating to wildlife (e.g. experts in species or habitats). The NBRC's position regarding passing on such information is stated in the above policy.

Confidential wildlife data will only be released in accord with the above policy. This ensures that the NBRC can acquire potentially useful data that is still currently regarded as confidential, while ensuring that it is not passed on. There are likely to be occasions when such data become valuable in protecting species or habitats and therefore knowing that it exists is helpful. Permission can then be sought on a case-by-case basis to use it, allowing its valuable content to be used to safeguard wildlife.

Confidential data about land ownership will be maintained as required in obtaining permissions for access to land for surveys. Such data will not be released without permission from the owner.

Landowners may also grant access to their land for surveys, but place restrictions on what may be done with the findings. In order to continue to enjoy the goodwill of such landowners, the NBRC will comply all agreed conditions, or else it will choose not accept the data into the NBRC.

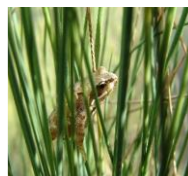


Section	Policy		Last updated
Data Management and Access	P018	Data documentation	May 2020
The NBRC will keep a register of all data held within it, including digitised and other records. This register will include information necessary for the proper management of the data.			
Additional relevant NBRC documentation: Data Log			

The NBRC must document its data holdings to help manage them and provide information to users about these data holdings.

The NBRC needs metadata, as to:

- Give a complete picture of its data holdings so that it can identify gaps in its holdings
- Enable partners and potential users to have a better understanding of the data it holds and how the data can be used
- Track ownership and availability of its data holdings and to manage relations with owners
- Track the status and location of datasets
- Ensure the NBRC knows the nature and state of its data
- Understand how the data can and can not be used and to ensure users understand the limitations of the data
- To track contribution to the NBN Gateway.



Section	Policy		Last updated
Data Management and Access	P019	Data storage and retention	May 2020
<p>Data storage may be categorised as the physical storage of data and the storage of personal information.</p> <p><u>Physical Data Storage</u></p> <p>The NBRC will store all data, whether digital or on paper, in a manner which safeguards it from physical loss or deterioration, digitising to minimise loss. NBRC will look to house historic data appropriately or source appropriate curation where this is not feasible.</p> <p><u>Storage of Personal Information</u></p> <p>Personal information that may be collected via biological data acquisition could include name, address, phone number and email addresses. We are committed to keeping information disclosed to us secure and use all reasonable precautions to do so.</p> <p>The NBRC electronic data and databases are stored on secure computer systems and we control access to information (both paper and electronic). The NBRC will only transmit personal data between locations via a secure network and using appropriate security measures such as encryption of data (e.g. for backup of species records).</p> <p>Our staff and volunteers follow Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire's data protection procedures to protect the loss, misuse and alteration of the information under our control, including the handling of personal data. All of the personal data we process is processed by our own staff in the UK; volunteers are restricted to processing personal data related to biological records only. However, for the purposes of IT hosting and maintenance your information may be situated outside of the European Economic Area (EEA). This will be done in accordance with guidance issued by the Information Commissioner's Office.</p> <p>The NBRC will ensure an accurate inventory is held as detailed in P018 and follow the Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire's Data Retention Schedule and Procedures.</p> <p>The NBRC will ensure that access to such data is in accord with P016.</p> <p>Additional relevant NBRC documentation: Wildlife Trust BCN Data Retention Schedule, and Data Protection Procedures, & Disaster Recovery Plan.</p>			

The NBRC needs to store and archive all data supplied to the NBRC prior to any processing.

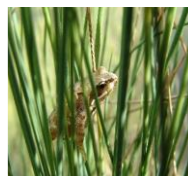
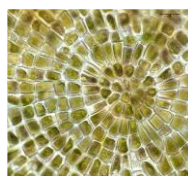


It also needs to take and keep backups of processed data at appropriate intervals.

The NBRC needs to consider 'retention periods' and security of personal data in line with the UK Data Protection Act (DPA) 1998 and the General Data Protection Regulation (GDPR) May 2018.

Regardless of the data type, the NBRC will store data in an appropriate manner, to prevent loss or deterioration including seeking appropriate external curation where needed. The NBRC will ensure additional security is afforded to the storage of confidential or sensitive information. A Disaster Recovery Plan will be maintained in case of complete or partial loss of data and/or computer equipment.

Access to all data storage is covered by P016.



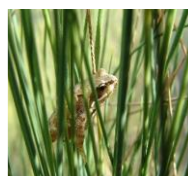
Section	Policy		Last updated
Data Management and Access	P020	Data removal	May 2020
<p>Data may need to be removed or redacted from Recorder and active current layers if a data supplier requests removal of all, or part, of the data they supplied. It would not be possible to remove from already supplied data reports or archived data.</p> <p>Data may also need to be removed if the NBRC discovers them to be of dubious quality, which may prejudice the quality of reports and output from the NBRC.</p> <p>In either case the NBRC will follow Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire's Data Retention Schedule and Procedures for data removal.</p>			
<p>Additional relevant NBRC documentation: NBRC Data Inventory, Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire's Data Retention Schedule and Procedures.</p>			

Ownership of the data held by the NBRC will usually be held by the supplier, unless ownership is transferred to the NBRC in a Data Sharing Agreement. The data owners can therefore request the NBRC to remove the data from its databases, and from storage, and be returned to the owner.

Whilst the NBRC will seek to understand the reasons for such a request, and may attempt to persuade the data provider to allow the NBRC to continue to use it, the NBRC will comply with all requests to remove a provider's data, within a reasonable time.

There may be practical limitations as to how much data may be removed, as it may not be possible to ensure backup databases do not hold historical copies of the data. The NBRC however, will remove it from all active databases such that it is no longer available to the ongoing operations of the NBRC. (If a database restoration were ever required from a backup containing the removed data, then the data would again be removed from the active database to ensure it remained unavailable to the NBRC's operations. Enough information would be kept regarding the removed data to allow this process to be repeated).

There may be occasions where, despite all attempts to validate data when supplied, some data may be found to be of dubious quality. Such data will be marked in the active databases until it has been validated or corrected if possible, and if it fails quality check processes it may be permanently removed. The NBRC will perform a refresh our records and keep records about all data removal to ensure that its operations can be tracked, and reassurance provided that data have been removed as requested.



V. Products and Services

Section	Policy		Last updated
Products and services	P021	Products and services	May 2020
<p>As a result of <u>P001</u> the NBRC will document, publish and provide the prioritised range of common products and services that it will offer at any particular moment. It will focus its efforts towards providing these in an efficient and cost-effective manner.</p> <p>The NBRC will occasionally receive requests for uncommon products or services and will handle these on a case-by-case basis. If they have already been considered and ranked as a product or service that is not to be currently provided, then the NBRC will politely refuse the request. If however the request is for a service or product that ought to be considered, then the NBRC may handle the request, at the discretion of the NBRC staff.</p> <p>The NBRC will maintain adequate records of requests and responses to facilitate audit of its performance and review of the products and services it should offer.</p> <p>Additional relevant NBRC documentation: Steering Group Meeting Minutes, NBRC Marketing Leaflet 2019, Information Request Form 2020, Drone Service Request Form 2020, Annual Report.</p>			

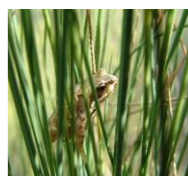
The needs of the NBRC's main users will have been understood and prioritised via P001 to identify common products and services that will frequently be required. These will be the main output of the NBRC.

The NBRC will advertise its current products and services to allow users and potential users to know what is currently available. The NBRC will also state what service-levels it will endeavor to provide.

As it will not be possible to forecast every end user requirement, it will be necessary to consider new requests as and when they occur. The NBRC staff will use the prioritisation of user requirements, as a guide to decide how new requests should be handled.

To maintain support from both users and suppliers it is important that the NBRC maintains:

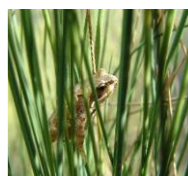
- Adequate enquiry recording, processing and auditing procedures
- Good information on the nature, frequency, source and costs of responding to enquiries
- Record of response times.



Section	Policy		Last updated
Products and services	P022	Dataset release (from the NBRC)	May 2020
<p>One of the NBRC's services may be to release dataset(s) to ecological consultants, other organisations, recording schemes, societies or individuals. When doing so it will release the datasets un-interpreted. The extent and nature of the release of datasets will be defined by appropriate data release license agreement terms and conditions relating to the original suppliers of the data, and the NBRC's access policies (P013, P014, P015, P016, P017, P018, P019 & P020).</p> <p>The release of datasets to users will depend on the nature of their needs, on the accessibility of data and on any restrictions placed upon their use. Where datasets are available in an accessible format, the NBRC will provide datasets in the most appropriate format. If datasets are not readily accessible, the NBRC reserves the right not to release the datasets, or to provide them in the most cost effective way available.</p> <p>All these are subject to the data access controls of P016.</p>			
<p>Additional relevant NBRC documentation: Data Sharing Agreement, Service Level Agreement</p>			

The NBRC holds datasets in a range of formats that may be more or less easy to access. It also holds data from a range of sources that are subject to various agreements over its use. The NBRC will enter into specific written agreements over the release of datasets to its users. The form and nature of dataset supply may be stipulated within the agreements if appropriate.

Some data suppliers may place restrictions on who is allowed to receive copies of their data, especially if their data are of a sensitive nature. This is covered by [P013](#) and [P016](#).



Section	Policy		Last updated
Products and services	P023	Data interpretation (by the NBRC)	May 2020
<p>If decided by <u>P001</u> and documented by <u>P021</u> the NBRC may provide products and services that interpret data, rather than simply providing data un-interpreted.</p> <p>NBRC will ensure any data interpretation is performed within staff expertise and capability as backed up by training and qualification where appropriate.</p> <p>If these services are for its main users then the terms and conditions will be detailed in a corresponding Service Level Agreement. If they are for other users these will be discussed and agreed on a case-by-case basis, with agreement in writing.</p> <p>All such services will conform to the usual access restrictions imposed by <u>P016</u>.</p>			
<p>Additional relevant NBRC documentation: Information Request Form, Standard Service Level Agreement & NBRC leaflet</p>			

In-house data analysis may take place in response to the needs of major users. The nature of the requests, the capability of the NBRC and the terms of any Service Level Agreement will determine the extent to which this takes place. NBRC's management will determine whether or not such services are to be provided as a result of P001.

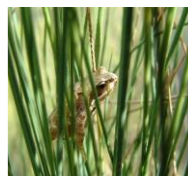
Similarly, such value-added services may be provided for other data users, if so decided by NBRC's management. An appropriate agreement will be drawn up for each provision of service.



Section	Policy		Last updated
Products and services	P024	Charging	May 2020
<p>The NBRC's products and services will be supplied to supporting bodies within the terms of Service Level Agreements or Data Sharing Agreements.</p> <p>Charges to other users may be levied for providing products or services. These will be clearly stated for standard products and services in advance and agreed in writing prior to delivery. Any charges levied by the NBRC go towards recovering administration costs of the service, and to the maintenance and development of the records. No charge is made for the data itself. NBRC is run on a non-profit basis, thus charges will be calculated by NBRC Management to cover running cost, any profit over and above the cost of staffing and data management will be reinvested in development of our data provision services and charges reviewed.</p> <p>The NBRC's charging scheme will be clearly stated and the pricing strategy and terms decided by the NBRC independently. It may also operate concessions for certain groups for non-commercial use (e.g. for unfunded students or small charitable organisations) and economy of scale may be applied.</p> <p>Payment cannot buy greater access to sensitive data than they would otherwise be entitled to, and some users may not be entitled to any data (sensitive or otherwise) if it is deemed data use will have a negative impact on species and biodiversity.</p> <p>If a supporting body requires more products or services than that specified in its Service Level Agreement, the NBRC reserves the right to charge for the additional products or services at a rate not exceeding that levied on other users.</p> <p>Additional relevant NBRC documentation: Charging Procedure, Standard Service Level Agreement, Drone Service Enquiry Form & Information Request Form</p>			

The charging policy will be determined by NBRC's management, related to national legislation, NBN principles, standards and procedures, and also to the requirement and legitimate needs of the NBRC management and supporters.

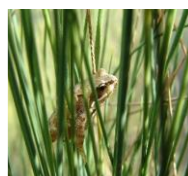
The NBRC will also respect the rights and wishes of its data suppliers in formulating any charging policy, especially in relation to the effect such a policy may have on the use of data by the public or other potential users, or where the NBRC may be perceived as exploiting data freely provided by others.



Section	Policy		Last updated
Products and services	P025	Public information service	May 2020
<p>The NBRC will provide a biodiversity information service for public and provide relevant information on Northamptonshire's ecology.</p> <p>The NBRC management will decide how to provide this service, to ensure that its relations with data suppliers and main users are not prejudiced. The priority of such services relative to others the NBRC will provide will be set via <u>P001</u>.</p> <p>The NBRC will seek to adopt generic means of communication wherever possible.</p> <p>Dependent upon the nature of the information, it may, or may not, be necessary to enter into a formal agreement, or levy a charge for the service. The NBRC management will consider these matters when deciding upon these products and services.</p>			
<p>Additional relevant NBRC documentation: Information Request Form, Annual Report (2017-current)</p>			

The NBRC needs to build trust and maintain a good public presence, particularly to the informed public and ecology professionals; if it is to ensure that its long-term aims are maintained and supported. A public face is important in order to ensure that new sources of voluntary information are forthcoming and that information generated is used in planning, research and public policy.

As NBRC information is largely gathered through the informed public, for the purpose of monitoring biodiversity and the aim of research led activity, the NBRC has a moral duty to ensure access to that data, and in a form that (wherever possible) meets user need.

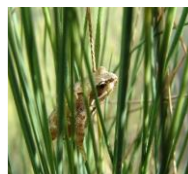


VI. Management of Operations

Section	Policy		Last updated
Management of Operations	P026	Management structure and responsibilities	May 2020
<p>The NBRC Team presently comprises of Biodiversity Data Officers and a Centre Manager. The Centre may also draw on the services of volunteers or contractors as required.</p> <p>The NBRC staff will operate an appropriate in-house management structure, with all staff ultimately reporting to the NBRC Manager. The Wildlife Trust BCN acts as a host organisation for the NBRC as detailed in a Memorandum of Understanding. As such, Wildlife Trust BCN financial, data management and HR policies and procedures apply. The NBRC Manager will report to a steering committee formed by the NBRC's supporters and main users, with a composition at their discretion.</p> <p>The steering committee will meet, review and agree the NBRC's policies as in <u>P027</u>. Unless it decides otherwise, the steering committee will, in conjunction with the NBRC Manager, agree and prioritise NBRC users' requirements as in <u>P001</u> for direction to the NBRC Team regarding the products and services that should be delivered.</p> <p>The NBRC Manager is responsible for ensuring staff implementation of NBRC's policies and procedures and updating to ensure best practice is maintained.</p> <p>The NBRC Team are responsible for implementing the agreed policies and procedures in delivery of products and services, and feeding into the update process to ensure best practice is maintained.</p> <p>Additional relevant NBRC documentation: Steering Group Terms of Reference, Centre Manager Job Description, Data Officer Job Description, Annual Report (2017-current).</p>			

For legal reasons, as well as the practical day-to-day running of the NBRC, a clear reporting structure is essential, and the responsibilities of each level of management need to be clear.

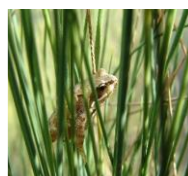
The above policy represents the current management structure and responsibilities as best understood.



Section	Policy		Last updated
Management of Operations	P027	Policies and procedures	May 2020
<p>The NBRC Manager will agree with the steering committee, the policies (these policies) that will be applied to the operations of the NBRC. The policies will be reviewed every 5 years and updated as necessary by the same team. The policies will be freely available to anyone that wants to see them, and they will be published.</p> <p>The NBRC staff will produce procedures that are to be used during the day-to-day operations of the NBRC, to ensure that the agreed policies are followed. Procedures will be kept under constant review by NBRC staff as daily activities bring any issues to light, and will be updated as required. The procedures will be formally reviewed every 4 years and updated by NBRC staff.</p>			
Additional relevant NBRC documentation: NBRC Procedures			

The NBRC needs to have formal policies by which the NBRC operates. These are necessary to engender confidence in its suppliers and users, and to give clear direction to its staff. They will ensure that the purpose of the NBRC is clear and the standards to which it operates are formalised and will be essential for accreditation by the Association of Local Environmental Record Centres (ALERC).

The procedures will ensure a consistent implementation of the policies, allowing the NBRC to efficiently and accurately deliver the products and services required. Although intended as an in-house document that details exactly how the policies are applied, and thus of limited value to anyone outside the NBRC, it may help re-enforce confidence in the NBRC by being able to demonstrate that its operations are being carried out in a proper manner. Hence, the procedures documentation could be made available on request. Note, however, that the procedures may contain an element of “Intellectual Property” which could aid competitors to the NBRC, should they exist, so their release will be considered on a case-by-case basis.



Section	Policy		Last updated
Management of Operations	P028	Supplier and user satisfaction	May 2020
<p>The NBRC will have a principle of continuous improvement in the way it interacts with its data suppliers and its users, and will adjust its procedures as required to benefit the relationships. The NBRC are receptive to feedback at all times and will consider this in continuous review of our day-to-day operations.</p> <p>The NBRC will periodically formally check with its data suppliers and users how satisfied they are with their dealings with the NBRC, and ask how the relationship could be improved. The NBRC will use the findings to modify its policies and procedures as required to do so.</p>			
<p>Additional relevant NBRC documentation: NBRC Questionnaire Report 2015, WILDside Evaluation 2020, Steering Group Meetings, County Recorder Meetings</p>			

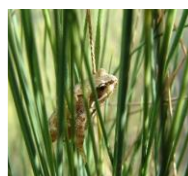
It is in the interest of the NBRC to maintain good working relationships with those who supply it with data, and this is covered by P008. Similarly, the NBRC must satisfy its users.

The NBRC will incorporate a principle of continuous improvement in its dealings with suppliers and users and will adjust its procedures to suit.

The NBRC will periodically formally question its suppliers and users regarding their interaction with the NBRC. Survey will allow as comprehensive an analysis of the relationship and follow ethical practice (no leading or ambiguous questions, informed consent gained, and confidentiality maintained) allow the NBRC to analyse and modify its policies and/or procedures to improve its operations based on this feedback.



Section	Policy		Last updated
Management of Operations	P029	Dispute resolution	May 2020
<p>If a complaint or dispute with a supplier or user should arise, the NBRC staff will work with those concerned to attempt to resolve it to everyone's satisfaction. There are a number of ways you can choose to get in touch with us with comments:</p> <ul style="list-style-type: none"> You can call us on 01604 400 448 and one of our staff will take the details of your query. Our phone lines are open Monday to Friday 9am to 3pm. Outside of these hours you can leave a message and we will return your call. You can email us at nbrc@northantsbrc.org.uk You can write to us at: NBRC c/o The Wildlife Trust, Lings House, Billing Lings, Northampton, NN3 8BE. <p>We will respond to your comment via the same method you contacted us or by your stated preferred method.</p> <p>If your comment becomes a formal complaint then we will ask you to put this in writing including your name, address and contact telephone number and the nature of your complaint so that we can get in touch with you.</p> <p>If resolution cannot be found with NBRC staff, then the dispute will be referred to the NBRC's steering committee for them to attempt to resolve. The committee will decide the means on a case-by-case basis.</p> <p>If your dispute regards data protection, our host and data controller, the data team of the Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire should be contacted to attempt to be resolved.</p> <p>Telephone: 01954 713500</p> <p>Email: dataissues@wildlifebcn.org</p> <p>The Manor House, Broad Street, Great Cambourne, Cambridge CB23 6DH (office hours are Monday – Friday, 9am – 5pm)</p> <p>The Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire is registered with the Information Commissioner's Office and appears on the Data Protection Register under the registration of The Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire Ltd. Number Z8357818.</p> <p>If the dispute still cannot be resolved, unless an alternative method is agreed at the time, English law would resolve the matter.</p>			



Additional relevant NBRC documentation: Data Supply License Agreement 2020; Data Sharing Agreement 2018, Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire Privacy Policy 2018

The policies and procedures are designed to ensure that the operations of the NBRC are well understood and are consistently and accurately applied. This would normally ensure that all parties are satisfied with the NBRC's operation.

The Data License Terms and Conditions and Data Sharing Agreements also make clear the obligations on data suppliers and data users, and it is hoped that they will act within the terms of their agreement.

On occasion however, something may occur which is dissatisfying to a data supplier, data user or the NBRC. If this happens, the stated policy above for resolving the matter would be followed.

Whatever the means of resolution, the policies and/or procedures would be reviewed and updated if required to prevent a re-occurrence of the issue.

