



Dorset  
Council

# Data Protection training for Volunteers

“Why do I need to do this?” I hear you ask.

“I don’t have access to Dorset Council computers!” Is a natural response.

Read on!

Some of this information may well protect you personally.

# Protecting your own data

GDPR helps us trust organisations with our data, but that's not always enough. Before we go through these slides, let's find out what you can do to protect YOUR OWN personal data in the digital age, as well as protecting Dorset Council.

## Start with your own Privacy settings

As soon as you can, check all the privacy settings for your online accounts.

Firstly, what is GDPR?

The General Data Protection Regulation (GDPR), provides a legal framework for keeping everyone's personal data safe by requiring companies to have robust processes in place for handling and storing personal information.

**Double checking your personal preferences online is a perfect start to protecting your data.**

## Do you back up your data?

GDPR lets you transfer your data between organisations, but it's also a good idea to have all your info backed up.

Even if your computer is hacked, you still have a copy of your data safe with you.

Most of us know the importance of backing up our computers. But how many of us do this in practice.

## How you browse

Although companies now have to ask permission to track your data, most of us still just tick the box that's in our way without thinking.

Next time this happens, stop and work out what you're agreeing to. You can use tools like virtual private networks (VPNs) to stay protected whilst you browse the internet. They keep your location a secret and your data encrypted, no matter what network you're using.

# Information security



## The truth is...

Passwords are outdated, but we still need them. Fingerprint and iris scanners come with new devices, but they're not a proper replacement. Make sure you're doing everything you can to keep your data secure.



Consider trying

## Modern alternatives

Virtual Private Networks can protect your data no matter where you're using the internet, while password managers and two-step verification can keep your online identity safe.

# Is our personal data safe?

Check out this video. [Is our personal data safe | Dorset Council \(learn.link\)](#)

It is alarming the amount of information out there about us. Then there is the cameras in our computers! Definitely worth watching!



# Safety breaches

The consequences and penalties which may result following a data breach can be severe. The information commissioners office (ICO) has various enforcement powers which include:

- **Assessment notices**
- **Warnings**
- **Reprimands**
- **Enforcement notices (orders to carry out an action)**
- **Penalty notices (fines)**

And you do have access to information.

There could be files, folders and posters around.

You could be given personal information about someone attending a course at the centre, such as their health issues, age, a list of course attendees with names and telephone numbers, details of new volunteers.

You may be surprised what information you come into contact with, all of which must be treated and handled as part of GDPR and confidentiality.

# There are stark penalties for breaching GDPR

Penalty notices are sorted into two categories:

- 1 Lower level - £8.7 million or 2% of an organisation's annual turnover, whichever is higher
- 2 Higher level - £17.5 million or 4% of an organisation's annual turnover, whichever is higher

# Here are some examples

## **The social worker**

A former social worker accessed personal records relating to a service user that they knew outside of work. They then shared the information with members of the public. As a result they were prosecuted and fined for unlawfully disclosing personal data.

---

## **The pharmacy**

The ICO has fined a London-based pharmacy for failing to ensure the security of special category data. The company that supplies medicines to customers and care homes, left approximately 500,000 documents in unlocked containers at the back of its premises. The documents included names, addresses, dates of birth, NHS numbers, medical information and prescriptions belonging to an unknown number of people.

## This is how much they got fined



The social worker

£483 plus costs (total £895)



The pharmacy

£275,000

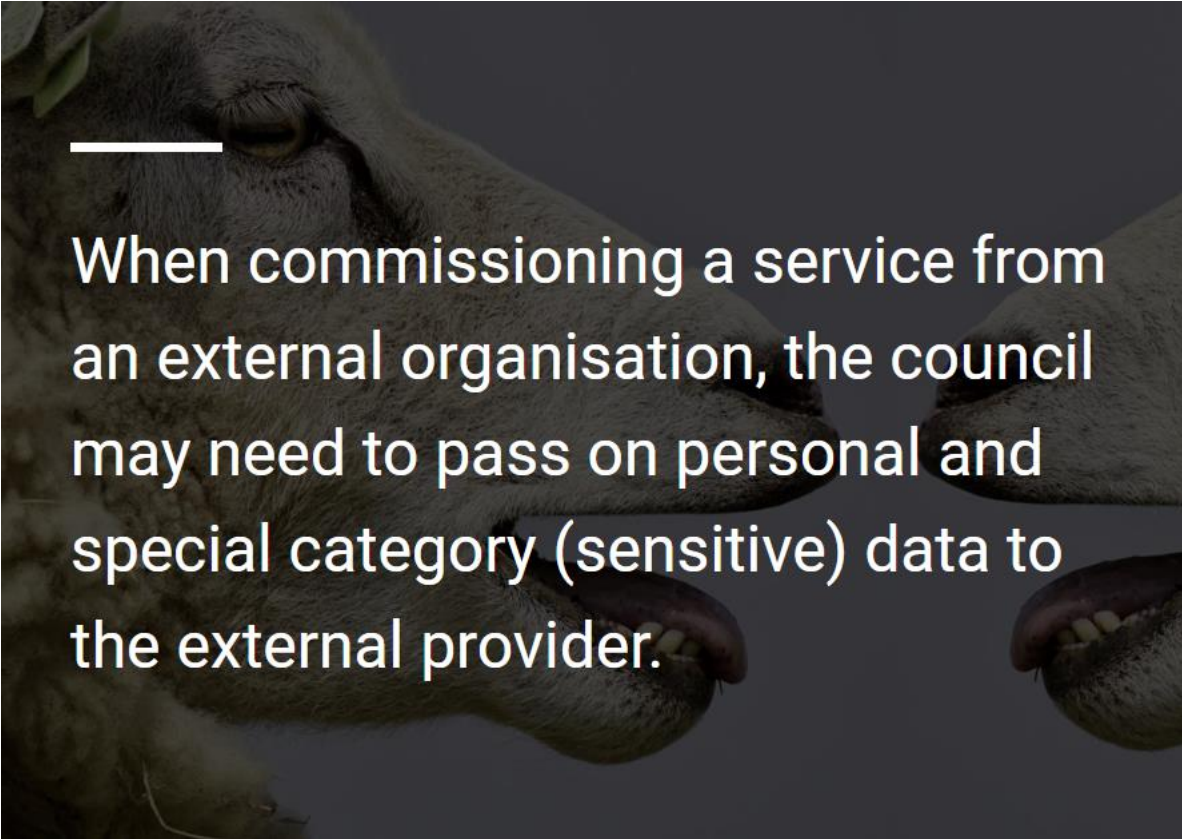
# Requesting information held on you or others

Everyone, including you, have a right to access any personal data we hold, and in some circumstances can require us to erase data, correct inaccurate data or restrict the use of their data.

If someone wants to exercise their right, you may refer them to the e-form on the [data protection page of our website](#)(opens in a new tab) (if appropriate). Alternatively, take the details of the request and ask the office to email the data protection team.

The Information Compliance Team will check the requestor's identity and provide advice how to comply with the request.

The law only gives us one calendar month to comply with most requests, so you should report and action requests that you receive promptly.



When commissioning a service from an external organisation, the council may need to pass on personal and special category (sensitive) data to the external provider.

This statement is a mouthful. What does it mean? From simple to complex.

From staff passing to you details of the people attending a course, which may include details of their mobility or health issues to buying in training from a big company.

We are all responsible for protecting any personal data.

**As an example we always ask about a persons health before they come on a course! You might be party to that information.**

All except age and email address are regarded as sensitive under the UK GDPR. The law regards criminal offence data as sensitive and gives it specific protections. The other sensitive data types are known as 'special category data' and also require a high level of protection.

We also ask for a lot of this information as part of our fair recruitment process. Once this anonymous information is captured it is shredded to ensure it remains confidential.

## Who is responsible

We have already said that we ALL have a part to play by ensuring that we handle personal information with integrity, competence and care.

You are playing your part by participating in this, and any ongoing, training.

It helps you on a personal level but it reinforces the need to take care when sharing personal information over email, phone or post. Think - Where are we putting our list of course attendees whilst we make the tea? Are we taking it home in our pockets by mistake? Have we left it in the Volunteers hut for all to see? We must protect any information which can identify a person.

If you wish to familiarise yourself with the Dorset Council Policies these are always available in the office.





## You have now completed the Data Protection section

Well done and thank you.

I hope the information was helpful to you personally.

Please complete the knowledge quiz on the link below.

<https://forms.office.com/e/MqRNWpTbhS>