

AND WHO'S BEEN TRAWLING
THROUGH MY PERSONAL
INFORMATION?



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The Guardian

Pressure grows on Facebook and data firm over mass breach of personal files

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NHS accused of covering up huge data loss

Exclusive Many patients put at risk by failure to deliver 500,000 documents

Denis Campbell and Pamela Duncan

Thousands of patients are feared to have been harmed after the NHS lost more than half a million pieces of confidential medical correspondence, including test results and treatment plans.

In one of the biggest losses of sensitive clinical information in the NHS's 69-year history, more than 500,000 pieces of patients' data sent between GPs and hospitals went undelivered over the five years from 2011 to 2016.

The mislaid documents, which range from screening results to blood tests to diagnoses, failed to reach their intended recipients because the company meant to ensure their delivery mistakenly stored them in a warehouse.

NHS England has quietly launched an inquiry to discover how many patients have been affected and so far some 2,500 cases that require further investigation to discover potential for harm have been identified. The NHS is spending millions

dent & emergency. Other paperwork that went astray included summaries of the care patients had received while in hospital. Some involved material related to cases of child protection.

In total, 708,000 pieces of correspondence were undelivered. However, 200,000 of these were not clinically relevant as they were temporary change of address forms.

NHS England secretly assembled a 50-strong team of administrators, based in Leeds, to clear up the mess created by NHS Shared Business Services (NHS SBS), which mislaid the documents. The private company, which is co-owned by the Department of Health and the French firm Sopra Steria, was working as a kind of internal postal service within the NHS in England until March last year.

The clear-up team is being led by Jill Matthews, the managing director of the primary-care support services arm of NHS England.

Documents detailing the team's work,

Thousands of people gathered in Trafalgar Square, London, yesterday for a free screening of the Oscar Salesman. Its director, Asghar Farhadi, boycotted the Oscars over the US travel ban. Page 5 → Photogra



HAZEL GROVE HIGH SCHOOL

General Data Protection Regulation 25th May 2018

*EU regulation
“won’t be affected by
Brexit”*



GDPR

- Brief overview
- Consider implications for ways of working in school
- Consider personal actions necessary
- Time

TERMINOLOGY

- **Data** - information- paper electronic verbal
- **Data controller** - person or organisation who decides what to collect and why it is needed and how it might be processed
- **Data processor** – anyone not employed by the controller who processes data on their behalf
- **Processing** – means doing something to the data-
**sending/storing/analysing/changing/retrieving/de
stroying**
- **Personal data** – any information relating to an identifiable person
- **Special category of personal data** – race ethnicity SEN medical needs religion union membership
- **Data subject** – the person the data is about ie student/staff

WHAT THE SCHOOL HAS TO DO TO BE COMPLIANT WITH GDPR

- Raise awareness
- Document and audit all of the data we hold, where it is stored, who has access to it, what we do with it, where we send it
- Track down all of our 3rd party processors and document what we share with them, how they process it and check all of the contracts we hold to make sure they are GDPR compliant

WHAT THE SCHOOL HAS TO DO TO BE COMPLIANT WITH GDPR

- Write privacy notices(for both students and staff) to make it clear why we collect data and what we do with it
- Gather and record consent for data sharing where necessary
- Have clear policies and procedures on how data subjects can access the data we hold on them
(Subject Access Request 28 days/15 days)
- Have clear policies and procedures on what to do in the case of a data breach

WHAT THE SCHOOL HAS TO DO TO BE COMPLIANT WITH GDPR

- Create a culture of privacy by design (Privacy Impact Assessments)
- Make sure that we only retain data where there is a lawful basis to retain it
- Appoint a Data Protection Officer

WHAT DOES GOOD PRACTICE LOOK LIKE?

- **Data collection:** “Privacy by design”, end to “just in case” culture.
- **Data protection:** Think safeguarding:
 - a culture where we take care of data
 - we use the “what if it were you/your child” approach
 - we use common sense – should not prevent us from doing our job but must protect rights of the individual
 - we are not complacent or careless



<https://www.youtube.com/watch?v=FscIgtDJFX>

RISKS AND THREATS

- Collecting/ retaining unnecessary/ inaccurate data – hearsay as truth/ not keeping data up to date/creating static data
- Leaving data lying around
- Leaving personal data on public display
- Leaving data unsecured /leaving computers logged on
- Losing data
- Not knowing that you've lost data
- Insecure passwords
- Careless emailing- forwarding messages/ sending to the wrong address
- Talking out of turn

RISKS AND THREATS

A school has apologised for a data breach in which personal information about students was sent to their teenage classmates.

Sixth-form pupils at Wymondham College, Norfolk, were mistakenly sent a link to a spreadsheet intended for teachers.

It included data on whether pupils had special educational needs, whether they were "looked-after" children and if they received free school meals.

The school has referred itself to the Information Commissioner's Office.

WHAT NEEDS TO CHANGE

- Data protection is everyone's problem
- Take this seriously- failing to follow guidelines is a disciplinary offence.
- Make better use of SIMs
- Make better use of remote access to access your documents from home

WHAT NEEDS TO CHANGE

- Email protocols- encryption –see document
- Only use encrypted portable devices if you take data off site – do you REALLY need to do this?
- Sharing information- do you have consent/permission to share/is it necessary/ do you know what you are saying is true/ safeguarding holds trump card

DATA BREACH

- You must report all data breaches even during school holidays. We then decide if they need to be reported to the ICO.
- Until further notice, report to B Vickers via school.
- We have 72 hours from the time of being aware of the breach to report breaches to the Information Commissioner's office.



PRIORITIES – EASY WINS TODAY

- **Read the handout**
- Clean up your classroom
- Sort your mark book/ records out- Is it up to date? Is it necessary? What have you got in there?
- **Clean desk policy**
- Sort out your filing cabinets
- Sort out the store rooms and offices
- Sort out your own document area and staff shared- delete any data that is no longer relevant or necessary – photos/recordings/coursework/spreadsheets

FROM HOME/ FOLLOW UP

- Do you have data that needs to be deleted?
- If you have material at home, how is it secured?
- If essential to retain, bring it in to school preferably on an encrypted/password protected data device
- Load it onto your area/ staff shared
- Consider your training needs- eg: if you don't know how to access an software / remote login

SUPPORT

- Each other- if you find stuff lying around- take to main office/red bin it/ put it in person's tray/ log them off and let them know
- Rob for help with SIMs - re marksheets
- Ben for questions on data protection
- Caroline for help with SMHW and gradebooks
- Rob for help with Remote logon/data sticks Draft docs will be all firmed up and in saved in the policies folder on the staff desktop

FURTHER INFORMATION

- <https://www.youtube.com/watch?v=y09lHXv6u6M>
- https://www.derbyshire.gov.uk/images/School%20Guidelines%20on%20Records%20Retention%20Periods_tcm44-297376.pdf

<https://schoolsnet.derbyshire.gov.uk/performance-information/data-protection-and-foi/information-governance.aspx>

RETENTION FOR CURRICULUM RECORDS

- No reason to retain student's work or marks once certification has taken place.
- For ease of disposal: 1 year after student has left post 16.
- If student leaves and coursework needs to go with them, Arrange for students to pick up work (December after leaving)
- No need to retain exercise books/previous work
- No need to retain mocks results etc- all on SIMs.



"Before I write my name on the board, I'll need to know how you're planning to use that data."