



Under Surveillance: Online Data Protection

Following on from last year's successful Data Protection and Freedom of Information Act training sessions delivered by CHC in conjunction with Hugh James, a new online training tool is available to help the social housing sector navigate its way through the minefield that is data security.

What is the product?

Hugh James has developed an interactive e-learning product that is suitable for all employees in any organisation, with a view to minimising the risk of data breaches. The product has been used to great effect within Hugh James with all staff successfully completing the 30 minute programme, and securing Law Society recognition as a result.

How does it work?

Colleagues view a PowerPoint presentation at their workstations at a time convenient to them. Topics covered include:

- Background to the Data Protection Act
- Definitions of data
- Sensitive data
- The 8 data protection principles
- Subject access requests
- Notification requirements
- Consequences of breach
- Action points

Following the presentation, colleagues are required to answer a series of questions online to test their understanding of the principles. Organisations have a discretion to set their own pass mark and can choose to monitor completion rates via the option of requiring colleagues to submit their score to a designated individual within the organisation. This creates a record of who has completed the course and their percentage score.

The product is an invaluable risk management tool in "sheep dipping" colleagues and setting standards of expected behaviour regarding data protection and information misuse; it represents an extremely useful defence if ever challenged by the Information Commissioner's Office, as an organisation can demonstrate it has gone above and beyond requiring colleagues to simply sign any IT or data policy during an induction process.

Additional options

Whilst the key principles detailed in the package apply irrespective of sector and organisation, there is scope to incorporate any specific policy requirements into the product. For example, the product used by Hugh James internally refers to its own processes for dealing with a subject access request. As such, the online tool can be tailored to incorporate any organisation-specific processes or procedures, or highlight any particular concerns.

What delegates say

Feedback from the social housing sector on Hugh James' data protection training includes:

- "Very interesting and highly relevant to our sector"
- "Excellent course, trainer very knowledgeable"
- "Good pace and level of information - ideal on such a dry topic"

For further information on how your organisation might benefit from this innovative approach to data protection please contact



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