

Data Security and Protection

Key messages



Data protection rights and responsibilities

You are personally responsible for handling data safely and recording accurate and complete information. Delivering effective data security and protection will help you provide better care to the people you support.

All organisations must follow data protection law, these laws give people rights about their data.



Sharing confidential data

- Don't share confidential information with others unless they have a valid reason
- It's Ok to share information with colleagues providing care to the individual
- Only disclose what is absolutely necessary
- You should take simple precautions when you share information
- When sharing information, always be mindful of who else might be able to see or hear

Recording and disposing of data

- Care and support records must be accurate, up to date and legible
- You should save records in the right place so that they are easy to find

Data breaches

- There are different types of data breaches. They could be breaches of confidentiality, integrity or availability
- Always report data breaches and near misses. Never assume someone else will report the issue. It's better that several people report something than no one
- If you do spot a data breach, act quickly



Fraud and scams

- Look out for key identifiers of phishing; signs of urgency, using the authority of the sender, impersonal messages, imitation attempts and spelling or grammar errors
- If opening the email or downloading the attachment doesn't feel right, don't do it
- If you make a mistake, or you're unsure about something, report it

Safe use of digital devices

- Never leave your devices unattended and secure them with a screen lock
- Keep your software and apps up to date
- Only download apps from official app stores
- Make sure your passwords are hard to guess.
- Don't repeat them for different accounts
- Use two-factor authentication when it's available

Safe keeping of paper records

- Take simple precautions to protect records when you are at work. Don't prop the office door open, tell others the key code, or leave records lying about where people could see them
- Take extra precautions if you are transporting records around



Remember, always follow your organisation's policies and procedures!