

Data Protection for Helplines Course Programme

11:00	Welcome, introductions and icebreaker
11:30	General Data Protection Regulations (GDPR) <ul style="list-style-type: none"> • Understand the new GDPR coming into effect on 25 May 2018 • Understand the six new principles <ol style="list-style-type: none"> 1. Lawfulness fairness and transparency 2. Purpose Limitation 3. Data minimisation 4. Accuracy 5. Storage limitation 6. Integrity and confidentiality • Identify how your helpline service may need to prepare
12:30	Lunch
13:15	What is Data Protection <ul style="list-style-type: none"> • Explore what data and personal data means for the purposes of the law • Identify laws which apply
13:45	Processing and using information <ul style="list-style-type: none"> • Explain what processing is in relation to your helpline service • Understand who is involved and what their roles are
14:15	Data sharing <ul style="list-style-type: none"> • Explore what data sharing means in the context of a helpline service • Understand good practice on data sharing
14.45	Break
15.00	Breaches and fines <ul style="list-style-type: none"> • Understand what data breaches are and what can cause them • Explore an in-depth case study of a data breach and lessons learnt • Look at how your helpline can reduce the risk
15.45	Sum up and conclusions
16:00	Close