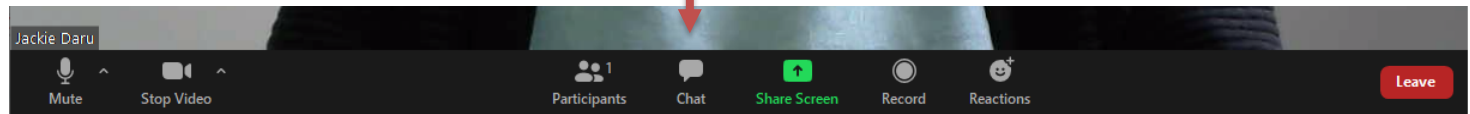




# Start here - what you need to know about data security

# Welcome

- This webinar is being recorded for others to watch
- Attendees are on mute
- Please use the **Chat** function to ask questions. This is monitored by facilitators



- On a phone, tap the screen to see the controls – choose More and then **Chat**
- There may be questions that we can't answer – if so we will park these and come back to you
- This webinar will last no longer than 45 minutes

## Our approach

---

- No jargon
- No assumptions
- Want to give you a succinct, digestible amount of information
- Signposting at the end to more information and help

### DSPT

Better security.  
Better care.



## 'Start here' programme of webinars

---

- How to register on the Data Security and Protection Toolkit (DSPT)
- **What you need to know about data security**
- The policies and procedures you need for better security
- The data protection and cyber security training your staff need
- Protect your IT systems and devices from cyber threats
- To sign up for live webinars, go to:  
<https://www.digitalsocialcare.co.uk/events/>

## What we'll be covering in this webinar

---

- **The Data Security and Protection Toolkit (DSPT) – what is it and why use it?**
- **Business continuity:**
  - **'Data emergencies' – what your plans should cover**
  - **How to make sure your plans will work**
- **Data breaches:**
  - **What is a data breach? What is a 'near miss'?**
  - **What your plans should cover**
- **Your questions**
- **Next steps and further support**
- **Where to find help**
- **Useful links**

# Data Security and Protection Toolkit (DSPT) – what is it and why use it?

---

- The DSPT is a really helpful guide and self-assessment tool for data security in social care
- It will help you keep people’s confidential information safe
- It will help protect your business from the risk of being fined for a data breach and from the disruption of a cyberattack
- The DSPT will demonstrate compliance with CQC requirements
- It’s what local councils and CCGs will expect you to have
- The DSPT will be your passport to shared care records with health services, enabling you to be part of a truly joined up care network with the interests of the people you support and care for at the centre of it



# Business continuity plans



## What the DSPT questions ask

---

- Does your organisation have a business continuity plan that covers data and cyber security?
- How does your organisation test the data and cyber security aspects of its business continuity plan?



## Where to start?



- **Identify your critical IT systems and paper files**
- **Identify your critical ‘devices’ – computers, laptops, tablets, smartphones**

## 'Data emergencies'

---

Loss of  
phone line/  
internet

Lost, stolen or  
broken computer  
or smartphone

Power cut

Your  
supplier's  
system is  
down



You are  
hacked

Office  
unavailable  
- fire



## Phone line/internet down

---

- What systems would you lose access to?
- Would you still be able to direct staff to where they need to be?
- Which mobile/s could you use to make calls?
- Would numbers for your main contacts be easily accessible?
- Is there a temporary alternative if you've lost the internet?
- Could office staff work from another place e.g. at home using their own Wi-fi?

## You were hacked

---

- **Make sure you have the right software and staff training in place to help prevent this happening**
- **If you suspect you are currently under attack, and your data is at risk, call Action Fraud 0300 123 2040 immediately. Action Fraud will guide you through what you need to do during and after the attack**
- **Follow your breach reporting procedure**
- **Change your passwords**
- **Contact your IT supplier/IT support, if you have this**
- **Check that you have a backup**



## Your supplier's system has a fault

---

Do you  
have  
contact  
details  
(phone  
number)?

Does your  
supplier  
have a  
business  
continuity  
plan?

# An example structure for your plan

Column heading	Example
Key area	Laptop breaks down
What could happen	Cannot access care data Loss of staff records
How likely is it to happen?	
How bad could it be?	
How can we prepare just in case?	Make sure our backups are working and can be restored Put in place alternative access to care data and staff records Access cloud systems on a different device
Lead person	
Date last tested	

## How to make sure your plans will work

---

- **Make sure staff are aware of the plan and what to do**
- **Update policies and procedures to match your plan**
- **Test your draft plan to see if the actions would really work in practice e.g.**
  - **Mimic a power cut or phone/internet problem**
  - **‘Hide’ a computer or smartphone**
  - **Lock the office door and ‘hide’ the key**
  - **Send a ‘pretend’ phishing email to staff to see if they open it**
- **Test your plan again at least annually**



## Further information and guidance

---

- An example of what your business continuity plan should cover in terms of data security is available from Digital Social Care  
<https://www.digitalsocialcare.co.uk/latest-guidance/template-policies/>
- A template business continuity plan is available from the Care Provider Alliance:  
<https://careprovideralliance.org.uk/assets/pdfs/Contingency-plan-template-20-May-2020.docx>
- To find out about the different types of scams  
<https://www.actionfraud.police.uk/a-z-of-fraud>

## What is a data breach?

---

A data breach is when the information we hold, create, or share (e.g. care records, staff records) is compromised



# Data breach – confidentiality



## Data breach - integrity

---



## Data breach – availability

---



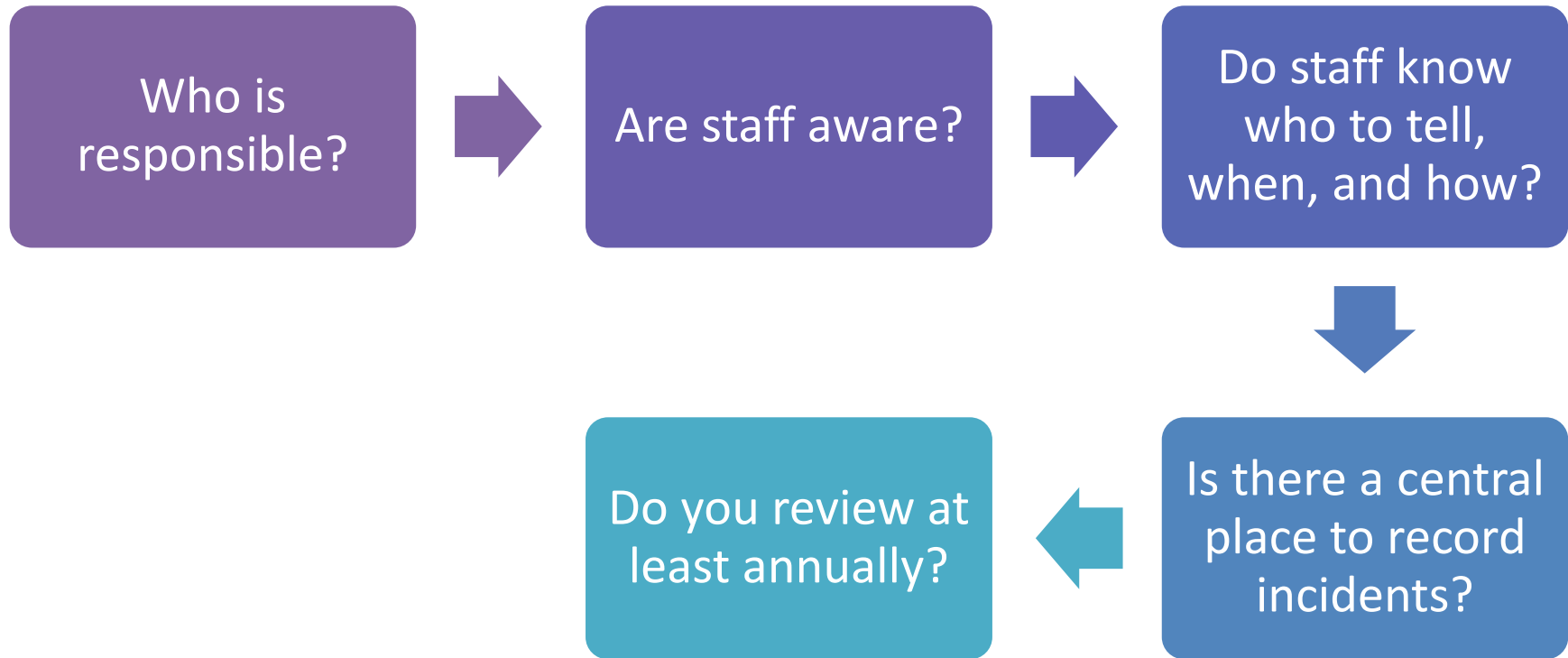
## What are the DSPT questions about data breaches?

---

- Does your organisation have a system in place to report data breaches?
- If your organisation has had a data breach, were all individuals who were affected informed?
- If your organisation has had a data breach or a near miss in the last year, has the organisation reviewed the process that may have allowed the breach to occur?
- If your organisation has had a data breach, were the management team notified, and did they approve the actions planned to minimise the risk of a recurrence?

# A system to report data breaches – Some questions

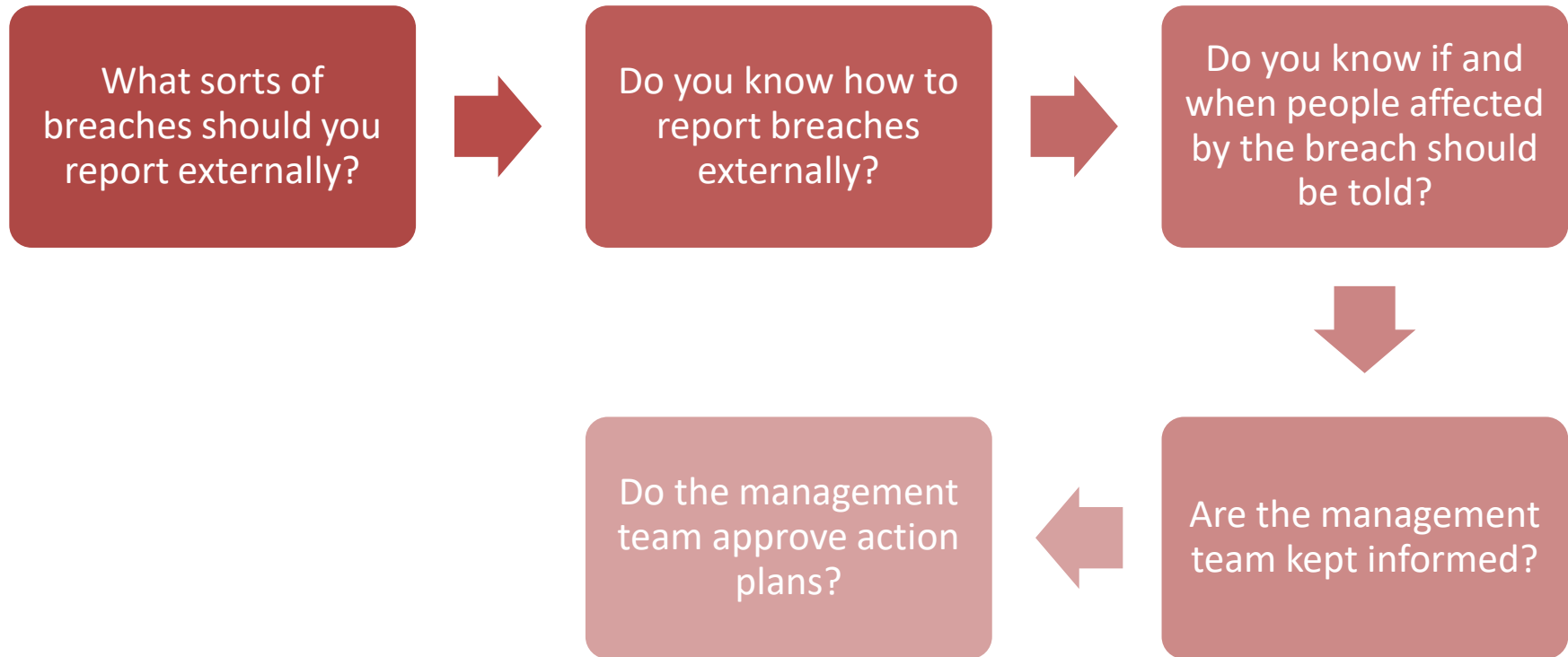
---





# A system to report data breaches – Some (more) questions

---



## Further information and guidance

---

- For staff guidance, see Digital Social Care: <https://www.digitalsocialcare.co.uk/resource/staff-guidance-on-data-breaches/>
- Information on data breaches is available from the Information Commissioner's Office (ICO) <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/personal-data-breaches/>
- The ICO has a dedicated support service for small to medium organisations: <https://ico.org.uk/for-organisations/data-protection-advice-for-small-organisations/get-support/>

## Reporting data breaches – information and guidance

---

- To help you decide if it is a breach or not, and how significant it is, see: <https://ico.org.uk/for-organisations/report-a-breach/personal-data-breach-assessment/>
- Within the DSPT there is an incident reporting tool at <https://www.dsptoolkit.nhs.uk/Incidents>

This tool should be used to report breaches to the Information Commissioner's Office (ICO)

## Questions?

---



## **‘Start here’ programme of webinars**

---



- **How to register on the Data Security and Protection Toolkit (DSPT)**
- **What you need to know about data security**
- **The policies and procedures you need for better security**
- **The data protection and cyber security training your staff need**
- **Protect your IT systems and devices from cyber threats**
  
- **To sign up for live webinars, go to:**  
**<https://www.digitalsocialcare.co.uk/events/>**

## Further support

---

- From January 2021, your region/local area will be supporting providers to complete the Toolkit through things like:
  - Webinars
  - Interactive online workshops
  - 1:1 support
  - Peer support
  
- To find out what's happening in your area, go to Digital Social Care  
<https://www.digitalsocialcare.co.uk/>

## There is help out there

### For help with registration on the Data Security and Protection Toolkit (DSPT)

NHS Digital DSPT Helpdesk in Exeter

Telephone 0300 303 4034

Or

Email [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net)

### For further information about data and cyber security in social care

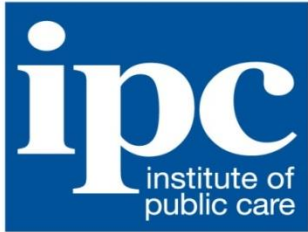
Digital Social Care  
[www.digitalsocialcare.co.uk](http://www.digitalsocialcare.co.uk)

Digital Social Care helpline  
0208 133 3430  
(Monday – Friday, 9.00-17.00)

or

email [help@digitalsocialcare.co.uk](mailto:help@digitalsocialcare.co.uk)





# Thank you for attending/watching this webinar

---

- Let us know what you think by completing the very short survey at the end of this webinar
- Please visit Digital Social Care for further information and to catch up on all of the 'Start here' programme of webinars:
- <https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/getting-started-with-the-data-security-protection-toolkit-webinars/>
- A copy of these slides and action plan will be available here: [https://ipc.brookes.ac.uk/events/data\\_security.html](https://ipc.brookes.ac.uk/events/data_security.html)
- Comments or questions to Jackie Daru [jdaru@brookes.ac.uk](mailto:jdaru@brookes.ac.uk)