



Training Courses:

- ▶ **Introduction to Data Protection**
London – November 18th
London – May 19th, 2010
- ▶ **Data Protection Auditing:
Making the Information
Commissioner's Audit
Manual Work for You**
London – November 25th/26th
London – May 25th/26th
- ▶ **Data Protection & Marketing**
Available as in-house training only
- ▶ **Data Protection &
Subject Access Requests**
Available as in-house training only
- ▶ **Data Protection for Health Staff**
Available as in-house training only
- ▶ **Information Governance
for Social Care Staff**
Available as in-house training only

PL&B AUDIT SERVICES

Privacy Laws & Business has an experienced audit team which also conducts gap analyses for public and private sector clients. For more information, please contact us by e-mail at: info@privacylaws.com

"The workshop more than fulfilled its objectives."

HELEN RYAN,
CRIMINAL RECORDS BUREAU

Data Protection Training Courses

Available as Public Workshops or In House Training

Register for our events and get more information at

www.privacylaws.com

PL&B Client companies include:

25 of the Global Top 50, 24 of Europe's Top 50,
25 of the UK Top 50 in the *Financial Times* lists;
10 of the Global Top 20 in the *Fortune* lists;
17 of the UK's Top 20 law firms in the UK Legal 500.

LAW SOCIETY CPD HOURS

DATA PROTECTION TRAINING

Available as Public Workshops or In House Training

WHO SHOULD ATTEND

- ▶ Data Protection Officers & Staff
- ▶ FoI Officers & Staff
- ▶ Information Systems Managers
- ▶ Data Security & Database Managers
- ▶ Records Managers
- ▶ Human Resources Staff
- ▶ Health & Social Care Staff
- ▶ Caldicott Guardians
- ▶ Marketing Staff
- ▶ Staff & Managers needing a refresher course

Public Workshop or In-House Training?

All courses are available as a public workshop or in-house training, the choice is yours. Numbers are strictly limited.

The advantage of attending a public workshop along with staff from other organisations is that you will learn from each other's experience dealing with both problems and solutions.

The advantage of an in-house session is that you can either work with our case studies or we can use your own data protection policies as part of the course material. *Privacy Laws & Business* has successfully run in-house courses for financial institutions, data protection regulators, the police and government departments.

"I really enjoyed the course, thought it was very relevant, found it immensely helpful."

**ANDREA HOWROYD,
CHARTERHOUSE SERVICES**

"The workshop more than fulfilled its objectives. I gained a lot of useful procedural advice and tips."

**HELEN RYAN,
CRIMINAL RECORDS BUREAU**

"Learnt a lot – much work to do!"

CLIVE LONGHURST, ABI

"It has provided a simple to understand method by which I can apply DPA principles to use in my organisation."

**NICK POUYIOUKAS,
MINISTRY OF DEFENCE**

PRIVACY LAWS & BUSINESS has developed a series of data protection training workshops tailored to the requirements of those dealing with data in different contexts. If your job involves the collection and use of personal data, then it is vital that you understand the implications of both these laws and how they have an impact on your individual responsibilities, as well as throughout your organisation.

By attending one of these courses, your organisation will lay the foundation for achieving a defensible position in the event of a complaint and a subsequent investigation by the Information Commissioner.

Numbers are limited to enable the group to divide into smaller groups for practical and scenario sessions, and also to give an opportunity to raise individual questions.



VALERIE TAYLOR

Valerie Taylor is a PL&B consultant and a qualified solicitor specialising in data protection, IT and intellectual property law. She qualified as a solicitor at Clifford Chance, and went on to work in the legal department of the Royal Mail Group plc where she was the principal data protection adviser. Valerie advises clients on all aspects of data protection and freedom of information business policies and procedures, is a contributor to the *Privacy Laws & Business* UK Newsletter, and is an accredited tutor for the ISEB Data Protection and FoI qualifications.



STUART LYNCH

Stuart Lynch is a PL&B consultant who provides policies and procedures, training and consultancy on the Data Protection Act, information privacy, and the Freedom of Information Act. He holds the ISEB Certificates in FoI and Data Protection for which he is an accredited course director and tutor. He was DPA Officer for Wirral Borough Council for over 10 years and he specialises in the data protection/ human rights issues around the sharing of personal data between public authorities. Stuart chaired the North-West Data Protection Group 1995-2004 and he is Secretary of the Data Protection Forum.

Attendees on all Courses receive a Certificate of Participation

Contact the *PL&B* office if you would like a course on a specific subject, for example, Data Protection Act aspects of employee monitoring; or how to use the Freedom of Information Act to obtain information to fulfil your business needs.

Data Protection Training Course Outlines

Introduction to Data Protection

This workshop is aimed at anyone who requires a basic course explaining the fundamentals of the *Data Protection Act 1998*. It will provide the skills to understand the implications of the 8 data protection principles, develop procedures to legally process data (including sensitive data) and assess an organisation's data collection processes. It will help organisations recognise and deal with straightforward subject access requests and data protection complaints and how to notify the Information Commissioner.

Data Protection & Marketing

This workshop focuses on the collection and use of personal information for direct marketing purposes. The course will look at the legislation and also guidance from the Information Commissioner on marketing using different media, such as post, telephone, email and text messages. Business-to-business marketing will be covered, as well as consumer marketing. Using practical examples, you will learn how to inform customers about their marketing choices and collect valid consents, and the course will put this into context with your general data protection responsibilities.

Data Protection & Subject Access Requests

This workshop concentrates on the issues faced by organisations when dealing with subject access requests. The course will look at the implications of the *Durant* decision, how to handle the disclosure of third party data and when to apply exemptions. There will be an opportunity to put your knowledge into practice, and the practical aspects of handling requests, in a series of case studies. This course is ideal for data protection or personnel officers and others dealing with subject access requests. Some knowledge of Data Protection will be assumed.

Previous Training Course participants include:

- Abbey
- American Express
- AXA PP Healthcare Group
- Bank of Ireland Mortgages
- Barclaycard
- BDO Stoy Hayward
- British Nuclear Fuels
- Charterhouse Group International
- Cooperative Bank
- Criminal Records Bureau
- Department for Work & Pensions
- Disability Rights Commission
- DWP Jobcentre Plus
- Ernst & Young
- First Trust Bank
- Foreign & Commonwealth Office
- Greater Manchester Police
- Hereford & Worcester Ambulance Service NHS Trust
- HFC Bank
- Highways Agency
- House of Commons Library
- Inland Revenue
- Institute of Occupational Medicine
- Jupiter Asset Management
- Lex Vehicle Leasing
- Life Insurance Association
- Lloyds TSB
- MBNA Europe Bank
- McLaren Cars
- Metropolitan Police
- Ministry of Defence
- National Consumer Council
- Norwich Union Insurance
- Office for National Statistics
- Office of Fair Trading
- Open University
- Oracle
- Orange
- Ordnance Survey
- The Prison Service
- Royal Borough of Kensington & Chelsea
- Royal Mail
- Royal National Lifeboat Institution
- Schering-Plough
- Scottish Legal Aid Board
- Scottish Widows
- Standard Life
- The Royal Bank of Scotland
- Unilever
- University of Cambridge
- Vauxhall Motors
- Vodafone
- West Bromwich Building Society
- Yell
- Yorkshire Building Society

Data Protection for Health Staff

This workshop is designed for staff working in NHS Trusts and other Health organisations. The course will include the relationship between the *Data Protection Act 1998* and issues specific to the health sector, such as the *NHS Confidentiality Code of Practice*, access to medical records, and the broader requirements of the *Information Governance* regime. Delegates will participate in a discussion of issues relating to the handling of information about patients, illustrated by specific scenarios to highlight potential problems and their successful resolution.

Information Governance for Social Care Staff

This workshop links the development of *Caldicott Guardians* in local authorities with the requirements of the *Data Protection Act 1998* and its related legislation. The course incorporates practical matters for staff in both Adult and Children Services, and includes discussion sessions where delegates can consider scenarios typical of issues which they have to deal with on a daily basis. Topics covered include:

- ▶ Information sharing with Health and other agencies
- ▶ Information issues arising from the Children Act 2004
- ▶ Implementation of the Information Governance Toolkit.

DIARY DATE:

Privacy Laws & Business
23rd Annual Conference

Cambridge, July 5th-7th, 2010

PRACTICAL SESSIONS

Throughout the course you will be given opportunities to develop and try out your practical skills via individual and small group working. These highly interactive practical sessions include:

Using Pre-Audit Documentation *including:*

- ▶ Pre-Audit Questionnaires
- ▶ Audit Management Checklists
- ▶ Audit Plan and Audit Checklists

Practical Auditing *including:*

- ▶ Documentation Review
- ▶ Functional or Vertical Audits
- ▶ Process or Horizontal Audits

Interaction with Company Personnel *via:*

- ▶ Opening Meetings
- ▶ Staff Awareness Interviews
- ▶ Closing Meetings

Audit Reporting *including:*

- ▶ Adequacy Audit Report generation
- ▶ Non-compliances/Observations
- ▶ Compliance Audit Reports

“A pragmatic and methodical approach... excellent case study material.”

ANDREW WINLAW, INTAPPS

“Nice that it was a smaller group, better interaction. I now have a good overview of the overall audit process.”

JULIE GALE, AEGON UK

“Worthwhile – made sense of the audit procedure and methodology.”

STEVE MILLER, ORANGE PCS

“Very informative and contained a lot of practical exercises... it makes it more interesting and easier to put the audit process into practise.”

MARION SPOWART, STANDARD LIFE

DATA PROTECTION AUDIT TRAINING

Making the Information Commissioner's Audit Manual Work for You

Available as Public Workshops or In House Training

THE INFORMATION COMMISSIONER'S “Guide to Data Protection Auditing” was written by *Privacy Laws & Business* and is available from his office. It aims to help any organisation holding personal information to carry out data protection compliance audits using a standard methodology.

Privacy Laws & Business arranges workshops to explain how to use the audit methodology to maximum advantage. Using the manual will help you collect and analyse the evidence to assess for yourself the extent of your compliance with the Data Protection Act and to decide whether you are following good practice.

Why wait for a complaint to the Information Commissioner? If he decides to pursue the matter and to assess your practices, he will use the same manual. As a preventative measure, if your self-assessment finds some areas which need improvement – and from *Privacy Laws & Business's* experience, this is the norm – then you can fix the problem(s) yourself.

AIMS OF THE WORKSHOPS

This training is aimed at anyone who needs to conduct Data Protection Audits in their own organisation, or on contractors that make use of your organisation's personal data to provide services on your behalf. It will provide auditors with the necessary skills to carry out these tasks in a planned and systematic manner. Data protection and/or specialised audit staff can use the manual to audit one process, such as recruitment; one department, such as marketing; or the use of personal data throughout your entire organisation. As a result, you will gain the confidence to build and maintain an adequate compliance programme.

What You Will Learn

You will be given the skills to audit observed practice against your organisation's Data Protection Policy and Procedures:

- ▶ Plan for a Data Protection Audit including carrying out risk assessments, drawing up internal audit schedules, dealing with pre-audit questionnaires and holding preparatory meetings.
- ▶ Carry out an Adequacy Audit by reviewing Data Protection documentation and compiling an Adequacy Audit report.
- ▶ Prepare for the Compliance Audit by drawing up Functional and Process Audit checklists and an Audit Plan.
- ▶ Conduct on-site Compliance Audits involving Opening Meetings, Functional and Process Audits and Staff Awareness interviews.
- ▶ Report your findings via a Compliance Audit Report and associated Non-compliance Records and Observation Notes.
- ▶ Conduct a Closing Meeting and deal with any Audit Follow-up.
- ▶ All participants will receive a recruitment audit checklist.

BASIC DATA PROTECTION ACT KNOWLEDGE REQUIRED

This two day training course is designed for Data Protection Managers and other personnel familiar with data protection and privacy issues but who have had little or no experience of practical auditing. If you do not understand the detailed requirements of the Data Protection Act, then *Privacy Laws & Business* recommends that you attend one of its Introduction to Data Protection workshops (see opposite) before you attend the Audit Workshop.

Data Protection Training Fees

The fee for the public training courses listed to the right is £400 plus VAT, or £950 plus VAT for Data Protection Auditing (this includes all documentation, coffee, lunch and tea). The courses will run from 9.30am-4.30pm. For further information, contact Glenn Daif-Burns at glenn.daif-burns@privacylaws.com

About Privacy Laws & Business

Privacy Laws & Business has been providing data protection newsletters, conferences, advice and consultancy, privacy laws audits, and in-house training for over 22 years. The *Privacy Laws & Business* team works in a co-operative spirit with Privacy Commissioners worldwide and privacy policy staff in international organisations.

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▶ Data Protection & Marketing*

▶ Data Protection & Subject Access Requests*

▶ Data Protection for Health Staff*

▶ Information Governance for Social Care Staff*

* Only available as in-house training please contact the PL&B office for more information

TRAINING COURSES REGISTRATION FORM

Personal Details

Name:

Position:

Organisation:

Address:

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Postcode:

Tel: Fax:

E-Mail:

Workshop Choices

(Please tick your choices and delete as appropriate)
15% discount per additional participant from your organisation

Introduction to Data Protection £400 plus VAT

- London – November 18th, 2009
- London – May 19th, 2010

Data Protection Auditing £950 plus VAT

- London – November 25th/26th, 2009
- London – May 25th/26th, 2010

Data Protection Notice: *Privacy Laws & Business* will not pass on your details to third parties. We would like to send you information occasionally on privacy law services. Please indicate if you do *not* wish to be contacted by: Post E-mail Telephone.

Please return this form to: Workshop Coordinator, Privacy Laws & Business, 2nd Floor, Monument House, 215 Marsh Road, Pinner, Middlesex HA5 5NE, United Kingdom. e-mail: info@privacylaws.com Tel: +44 (0)20 8868 9200 Fax: +44 (0)20 8868 5215

Newsletter Subscriptions

(Please tick your choices and delete as appropriate)

- PL&B UK Subscription £285
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(PDF subscriptions will have VAT added within the EU)

Payment Options

To secure your registration, you must either make your *payment* or send a *purchase order* 10 days before the event. Until we receive either, your registration is not guaranteed. If you cancel your registration in writing at least 21 days before an event, you must pay a £100 (plus VAT) cancellation fee or transfer your registration to a future PL&B event. After that date, no refunds will be made. VAT No.: 505 3809 59.

Address of Accounts (if different):

Postcode:

- Purchase Order
- Cheque payable to: *Privacy Laws & Business*
- Bank transfer direct to our account:
Privacy Laws & Business, Barclays Bank PLC,
355 Station Road, Harrow, Middlesex, HA1 2AN, UK.
Bank sort code: 20-37-16 Account No.: 20240664
IBAN: GB92 BARC 2037 1620 2406 64 SWIFTBIC: BARCGB22
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INTERNATIONAL & UK newsletters

The Essential Information Source for Privacy Law Compliance

SUBSCRIPTION PRICES
International Newsletter £375
UK Newsletter £285
Combined Subscription £595
Free sample issue available

SUBSCRIPTION PACKAGE

1. Six Newsletters a year

Privacy Laws & Business newsletters provide you with a comprehensive information resource for data protection issues – topics such as new laws, amendments, codes and how they work in practice. The UK edition also covers the UK Freedom of Information Act.

2. E-Mail Updates

Newsletter subscribers will be kept regularly informed of the latest developments in data protection and privacy issues via email updates.

3. Helpline Enquiry Service

Subscribers may contact the *PL&B* team with questions such as the current status of legislation, and sources for specific issues and texts.

4. Index

Subscribers will receive a cumulative country, subject and company index annually, covering subjects such as outsourcing, transborder data flows and marketing. The index is regularly updated on the *PL&B* website.

Electronic Format/Enterprise Licence

The newsletters are available in print and PDF formats. For an additional enterprise licence fee, you may upload the newsletters onto your Intranet or network. This option enables you to see the newsletters on any computer on your network and to print out pages at any location.

Subscribers in 26 countries include:

- American Express
- AstraZeneca
- AXA PPP Healthcare
- BP
- Deloitte & Touche
- Ernst & Young
- Fujitsu Services
- Hewlett Packard
- Johnson & Johnson
- Linklaters
- Microsoft
- Merrill Lynch
- Novartis
- Reuters
- Sony Corporation
- Western Union
- Walt Disney Company
- Data Protection Commissioners
- Foreign & Commonwealth Office
- Ministry of Justice
- Other Public Sector Agencies

E-NEWS ALERTS

The free e-mail updates will bring you just the headlines, but a paid-for subscription will bring you a much more substantial news service. For further information or to subscribe to any e-mail news service please visit: www.privacylaws.com/enews

PRIVACY INCIDENTS can leave organisations in breach of the law and can even result in criminal liability for senior management and employees. Bad publicity can seriously damage your organisation's brand and inevitably its bottom line.

Can your organisation really afford not to understand its legal requirements? Consumers are becoming increasingly aware of their privacy rights and are willing to exercise them against organisations that fail to safeguard their personal data properly.

Privacy Laws & Business has been providing data protection publications, conferences, advice and consultancy since 1987. It has become the comprehensive information source for privacy and data protection managers and lawyers.

Through a mixture of corporate case studies, legal analysis and advice, the *Privacy Laws & Business* newsletters:

- ▶ Show you where organisations have gone wrong, and how to go about correcting any problems
- ▶ Help your organisation benchmark its compliance practices and discover new ways of improving your procedures
- ▶ Provide you with expert comment from leading privacy consultants, managers, lawyers, and regulators.

Breaking news and developments are gathered together in one valuable resource, leaving you free to improve compliance, boost customer trust, and protect your organisation's reputation.

Newsletter Editors:

International – James Michael james.michael@privacylaws.com
UK – Laura Linkomies laura.linkomies@privacylaws.com

