WHAT IS PERSONAL AND SENSITIVE INFORMATION?

Personal data is any information that can potentially identify an individual – even simply their name or address.

Personal data includes:

- Name
- Date of birth
- Gender
- Address
- Contact details
- Marital status

REMEMBER THERE ARE LOTS OF DAY-TO-DAY SITUATIONS WHERE YOU NEED TO THINK ABOUT LOOKING AFTER PEOPLE'S PERSONAL INFORMATION

Some information is classed as sensitive personal data if it includes any of the following:

- Racial/ethnic origin
- Political opinion
- Religious beliefs
- Union membership
- Physical/mental health
- Sexual orientation
- Criminal record

You might not come into contact with confidential or sensitive data on a regular basis, but there are still plenty of occasions when you need to think about looking after information. Inside this booklet are some everyday situations where security should be on your mind.

DITCH THE DATA DEMON

Information security might seem complicated but really it's common sense – just ask yourself how you'd like your personal information to be treated.

This booklet gives you an overview of some common, day-to-day situations where you might need to think about looking after information – there are others though.

For more in-depth information about personal and sensitive data and how to deal with it visit www.derbyshire.gov.uk/**data**

♲ **recycle**

Derbyshire County Council is committed to helping the environment. Please recycle this booklet after use.

DERBYSHIRE County Council
Improving life for local people

DITCH THE DATA DEMON
Your guide to information security
www.derbyshire.gov.uk/data

DERBYSHIRE County Council
Improving life for local people

PRIVATE AND CONFIDENTIAL

Data protection – everyone's heard about it, but do you really know your responsibilities when it comes to keeping information safe and secure?

Most of us will come into contact with other people's personal data at some point.

Whether that's names, ages and addresses or highly sensitive details of their medical or social care history, it all needs to be kept private and confidential.

WHY IS IT IMPORTANT TO LOOK AFTER PERSONAL AND CONFIDENTIAL DATA?

If you lose or misuse data there can be serious consequences - even if it's accidental.

Derbyshire County Council has a good track record for protecting our staff and residents' personal information – but we need to make sure this carries on.

Breaching the Data Protection Act can lead to huge fines for local councils of up to half a million pounds – that's money we wouldn't be able to spend on providing services and protecting jobs.

Also, an employee responsible for a breach of the rules could face disciplinary action or a fine from the Information Commissioners Office (ICO). It's in your own interest to look after the information you have. Data privacy is relevant to everyone and everyone's responsibility.

PA5$WØR]S

- Keep all account log-on and system passwords private.
- Never write down your passwords or share them with anyone.
- Use a strong password - at least eight characters with upper and lower case letters, numbers and special characters like asterisks or currency symbols.

How do I choose a secure password?

- Do not choose a password based on any personal data such as your name, your age, your address etc.
- Avoid using words (English or otherwise) as well as any proper names, names of television shows, keyboard sequence or anything else that can be easily guessed or identified.

Passwords should be a minimum of eight characters long and contain a mixture of digits, letters and/or special characters (e.g. !, $, %, *)

Choosing a password

While there are no perfect methods of selecting a password, we have identified a few tips and tricks to try and help.

Make up a sentence you can easily remember. Some examples:
- I have two kids: Jack & Jill
- I like to eat Ben & Jerry's ice cream

Now, take the first letter of each word in the sentence and include the punctuation. You can add extra punctuation in if you like, or turn numbers into digits for variety. The above sentences would become:
- Ih2k:j&j
- IlteB&Jic

EMAIL

- Check you are sending the email to the right person.
- Be careful when using group email. Check who's in the group, do you want to send your message to everyone?
- Never forward on emails you receive that contain confidential or sensitive information.
- Remember to mark confidential emails as restricted or controlled.
- Never send confidential information by text message or instant messaging.

For more information visit www.derbyshire.gov.uk/**data**

COMPUTERS

- Never save sensitive information on the computer's hard drive.
- Lock the computer when away from it.
- Don't plug in or use unauthorised equipment on any computers.
- Only authorised staff can install software onto computers.
- Never download games, music files or software off the internet – this can allow viruses onto computers.
- Log off the computer after you're done and shut it down when not in use.

LAPTOPS, USBS, DVDS

- Only use approved encrypted equipment from the service desk for work purposes.
- Never leave your laptop or other equipment unattended in public places.
- Never store sensitive information on laptop hard drives - only save on encrypted storage devices such as USBs or on a secure network.
- Make sure sensitive information can't be seen when in public places.
- Immediately report the loss of any equipment to service desk on 37777.

MOBILE PHONES

- Never send sensitive and confidential information by text message.
- If you have to use the camera/video on your phone be aware of your surroundings and make sure you are not breaching the Data Protection Act.
- Never send inappropriate text messages/images.
- Never take pictures or video without consent.

PRINTING

- Never leave confidential documents on a printer.
- Your office will have either a blue confidential waste bin or a shredder for you to place all confidential waste in.
- Always use the locked print facility where possible.

HOME AND MOBILE WORKING

- Keep all equipment secure and out of sight.
- Don't leave confidential work unattended or in your car overnight.
- Don't send sensitive work emails from your personal home email as this may not be secure.
- If you have to check work emails from home use www.derbyshire.gov.uk/entry
- Immediately report the loss of any equipment/files to the service desk on 37777.
- If you take work home ensure your laptop, USB memory sticks and other equipment are approved for this.

CALLS AND CONVERSATIONS

- Always be aware of who can overhear confidential calls – use a private office if possible.
- If you need to leave the phone for any reason during a call, put the caller on hold so they cannot hear other conversations in the office.
- Never talk about confidential work matters with friends, family or colleagues - unless they need to know in order to do their job.

FAXING

- Check the fax number you are using is correct.
- If the fax is sensitive, ask the recipient to confirm they're waiting to receive it.
- Phone or email after sending to make sure the document has arrived safely.
- Use a cover sheet – this will let people know who the information's for and whether it's confidential without them having to look at the content.

OFFICE SECURITY

- Never leave sensitive information in plain sight.
- Keep confidential information safe overnight. If you can't secure your office then lock information in a drawer or filing cabinet.
- Always sign visitors in and out and accompany them at all times.
- Always wear your ID badge.
- Never disclose door codes to strangers, write them down on scraps of paper, post-it notes or on the back of your ID badge. Don't forget to keep office doors locked with door codes active at all times.

DISPOSAL

- Don't leave confidential waste bagged up in public areas.
- Your office will have either a blue confidential waste bin or a shredder for you to place all confidential waste in.
- Never throw sensitive files into public bins, skips, home recycling boxes etc.
- All ICT equipment must be properly returned to Transformation Services when no longer needed.
- Remember to check how long your department keeps records for before disposing of any information.

REPORTING LOST OR STOLEN DATA

- If you lose or have information or equipment stolen report it immediately by using the online incident report form. Alternatively you can call the service desk on 37777.
- If you think there has been a security incident report it straight away to the service desk on 37777 or via the service desk online icon.
- If you find confidential or personal data that has been dumped or lost report it immediately.

For more information visit www.derbyshire.gov.uk/**data**