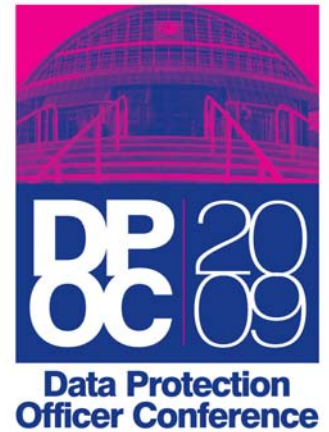


## Notes on Workshop C The Data Protection Officer (led by Dave J. Evans and Sue Fox).

4 March 2009

### Key Outcomes:

The urgent need for tailored training aimed at the needs and roles of specific staff members to ensure compliance with the DPA was a recurring theme. A practical measure would be a greater focus on “desk advice” (encouraging the locking computers; clearing desks of personal data), and a greater implementation of technology to help achieve this (such as pop up messages, greater focus on and deployment of IT based training tools). “Clear out clutter” days for better data retention policies were also advocated, as well as gaining the interest IT staff by framing clear-outs as a money-saver. A general feeling of the need to affect organisational “culture change” was prevalent. In order to do this, it was widely felt that capitalising on high profile breaches (such as HMRC in 2007, as well as reported data losses on a more local level) was a good way of getting senior management on board to ensure greater awareness. Not only was the need for greater training expressed, but also increased resources. Suggestions included a specific DP budget on a departmental level. To achieve this aim, as well as several others, a consensus emerged that a greater access to “the top” was required, as well as a visible physical presence in the “corridors of power”. The need for more supportive line management was widely seen as desirable. Adopting a facilitative approach was seen as a good way to ensure colleagues’ assistance and compliance (i.e., telling them how they perform a task so as to comply with the act rather forbidding them from carrying it out). Clear, user-friendly explanations of the DPA were also seen as useful in the utilisation of such an approach. Numerous suggestions were made as to how the ICO could assist DPOs, and these have been taken on board (more detailed notes available on request).



### How The Workshop Was Run:

The workshop was organised by splitting the delegates attending the conference into groups. In the morning workshop, there were six groups, and in the afternoon workshop, there were five. Dave J Evans (DJE) and Sue Fox began with introductory talks explaining the purpose of the workshop. then framed the focus of the first group discussion, which related to sharing good practice and general ‘positives’, as well as the kind of organisational ‘positives’ DPOs would like to see introduced so as to ensure compliance with the DPA. The groups discussed this amongst themselves and then reported back to the workshop, in turn, with key points. Secondly, DJE asked the workshop to repeat the process relating in addressing a different set of questions, beginning with “where do you ‘sit’ and where would you like to ‘sit’ within your organisation?” (This question was clarified as being related to the importance given to the role of DPO, and the physical location in terms of proximity with senior management and CEOs). Other questions/issues raised were, “What changes would you like to see made in your respective organisations?”; “How would you allocate resources for maximum effectiveness?”; “Major frustrations”; “What changes would you like to see made to the DPA, or the ICO?”; “How can the ICO help?” The key outcomes from both sets of discussions in both groups are detailed in condensed form above - there being a degree of “crossover” of answers submitted when individual groups reported their findings to the workshop.