

GDPR Sentry

DATA PROTECTION MADE EASIER



Schools
Colleges
Third Sector



DPO Services
Training
Consultancy



Compliance
Management
System

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INTRODUCTION



The introduction of the General Data Protection Regulation (GDPR) created challenges and caused disruption for schools, colleges and other organisations handling large amounts of personal data.

In comparison, the scale of disruption from the tragic emergence of the Coronavirus pandemic is unprecedented in recent history. For schools and colleges these difficulties came into sharp focus with the issues surrounding the summer exams.

As the world has changed, the challenge of protecting personal data has changed with it. Remote working and remote learning have become part of the new normality. This has accelerated the uptake of cloud-based collaboration tools and online teaching.

GDPR Sentry's support for schools and colleges began before the regulations came into force. Our Data Protection Officer services, expert advice and training programmes helped institutions as they became compliant. This support continues, no matter what else may be going on.

Institutions must be able to demonstrate their compliance to standards set out by the Information Commissioners Office (ICO). The Sentry Compliance Management System meets all these standards, integrates seamlessly with our support services and, quite simply, makes compliance easier.

DPO SERVICES

All public sector organisations must have a data protection officer (DPO). Private sector organisations handling substantial amounts of personal data should also consider appointing a DPO.

Institutions have taken various routes to having access to data protection expertise. Often these approaches are based on the size of the organisation.

Multi-Academy Trusts, for example, may have a DPO in each school, or one for a cluster of schools. Elsewhere one person might support the entire Trust.

In schools and colleges, and many other organisations, the role of the DPO is just one of the responsibilities that a person carries. The amount of support given to a DPO varies widely. In some institutions a team of people work together to deliver compliance and in some cases the DPO is expected to meet the whole task alone.

To meet these diverse requirements, we offer a flexible set of solutions.

Outsourced DPO

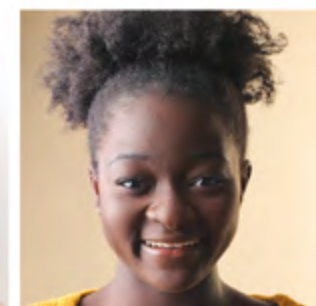
With this service, we take on the task of supporting the whole organisation. You can route support requests through a coordinator or allow your teams direct access. We'll keep track of your progress, provide expert advice 24/7, and guide you through complex tasks like data protection impact assessments (DPIA).

We'll speak to the ICO on your behalf if it's necessary and we offer an independent source of support to the individuals whose data you process.

DPO Helpdesk

Across our customers, we deal with hundreds of problems and questions. If you're the DPO for a school, college, Trust, or other institution, some issues can leave you feeling unsure. It may be whether to report a breach, or how to respond to a complaint.

For these situations you can consult the experts who provide our Outsourced DPO service. We're available by phone or email and there is an option for 24/7 coverage. You can use the benefit of our experience while still determining your own path to maintain compliance.





Auditing

Data protection is hard to manage if you don't know how well you're performing. An audit can help you be confident you're on-track, or identify improvements you need to make. You need to review your policies and how you handle events like breaches in practice. How well your people understand data protection is another key measure.

Our audits evaluate your data protection regime against these criteria. We provide an overall review and a list of any issues you need to address. In the interests of health and safety we are presently providing this service remotely.

Consultancy

Some tasks undertaken by a DPO are more complex than others. The data protection impact assessment is a good example of where the DPO plays a critical role. In some cases, a DPO may feel they don't have the time or background to undertake a task. In this situation we can provide one-off support.

We'll agree the scope of the project and the time for delivery, then work with you to help complete your task.

KEY BENEFITS

- Be confident in data protection decisions
- Reduce the workload of compliance
- Get the level of support you need

TRAINING

You must ensure that all your staff receive training about data protection. For most people, this training can be quite simple. It is critical that everyone recognises personal data and understands their role in compliance. The type of job someone does influences the main data protection risks, meaning training should ideally be role based.

The people who support the administration of data protection need additional training. They must understand the procedures to deal with requests and incidents.

The training required for a data protection officer is significantly more extensive. A DPO must have comprehensive knowledge of the regulations. In addition, they must know how to apply the regulations to their organisation.

Our training courses cover the full range of requirements and are available as modules to make it easier to fit into busy weeks and schedules.



Awareness Training

Delivered online or led by one of our consultants, this training ensures that everyone is up to date with what the Data Protection Act requires and then looks at the risks that different individuals must be aware of.

We can deliver this training as an annual refresher, or as a one-off event. There is time built in for participants to ask questions.

Modular Courses

Taken together these modules make up our GDPR Foundation Course.

The Letter of the Law: This module explores the definition of personal data. It reviews the principles of data protection and the rights of individuals.

Documenting Personal Data: This module looks at how the principles turn into requirements for storing and using personal data. It considers how organisations must show that they understand how they store and secure personal data.





Providing access to personal data: The rules around who can access personal data are complex and have many exclusions. This module looks at some of the considerations about releasing data and the process of redaction.

Dealing with breaches: Data breaches cause great concern among organisations, but a systematic process to manage breaches can mitigate this concern. This module looks at the common types of breaches, sets out a process for dealing with them and considers when they need reporting to the ICO.

DPO Programme

This programme picks up all of the modular material but adds to it a consideration of the role of the DPO and the tasks outside of their responsibility. Participants are also required to study the legislation in depth independently.

The programme finishes with an exam. This can be from us or from an external body. Our exam focuses on the practical application of the regulations. The external exam focuses on the content of the GDPR but does provide certification as a GDPR Practitioner.

KEY BENEFITS

- Practical steps to improve compliance
- Consistent messages for everyone in the team
- Training delivered by working DPOs

SENTRY SYSTEM

You must demonstrate that you are complying with the Data Protection Act. This means showing you respond to subject access requests and personal data breaches in a timely fashion. You must document all the uses of personal data and that organisations that process data on your behalf are also compliant.

Documenting your data protection regime is a significant task, but it's a legal requirement for all organisations.

We designed the Sentry system to make the documentation of your compliance quick and easy. The system gives step by step support for recording actions including data protection impact assessments.

Sentry provides role-based awareness training for all your staff. It has check-lists to ensure that you are covering all areas of compliance. The system supports the management of data protection for organisations of any size.

Recording Actions

The ICO has set out clear requirements for what you need to do to record your data protection compliance. There are specific formats for reporting breaches, recording data protection impact assessments and for presenting the results of your data mapping.

The Sentry system meets all these requirements in a simple, user friendly way. Simply follow our step by step forms and you can be confident you're working towards compliance.

Regular audits of your procedures create compelling evidence of compliance. The Sentry system makes it easy to record the audits you do and the actions you take.

Data Mapping

The Data Protection Act changed the way that you need to understand the use of personal data within your organisation. You must be able to show that you recognise all the processes that use personal data and have taken appropriate security measures for each one.

The Sentry system takes this large task and breaks it down into simple steps that enable you to complete the mapping quickly and easily. You can also get reports to help with managing breaches and subject access requests.





Compliance Tools

A frequent question we get is, "how do I know I'm doing the right things to be compliant?". We've collected all the tasks that the ICO recommend for organisations to demonstrate best practice in data protection. For each task you can record your progress and the evidence to back that up. This provides an at-a-glance dashboard of how you're doing.

You can also upload the policies and procedures for your organisation and ask staff to confirm that they have read and accept them.

Training Courses

Users of the Sentry System have access to our role-based awareness training. Everyone in the organisation takes the introductory module. Users then pick additional modules that focus on the data protection risks for their job role.

The training takes the form of short videos (8-10 minutes) followed by a multiple-choice test. Staff can download a certificate when they complete the course and an administrator can keep track of who has done their assigned courses.

KEY BENEFITS

- Best practice compliance recording
- Simple and easy to use
- No need to be a data protection expert

ROLL OUT

When you choose to bring in support for a requirement like data protection, or to introduce a new system, you want to ensure that it doesn't cause disruption.

If you want a piece of work done to test or improve your existing systems, you want to be confident that it's completed in a timely fashion and is useful for you.

To ensure our products and services provide a positive impact we take a careful approach to roll out. A member of the delivery team will work with you to plan the project and discuss the steps and requirements.

In the current public health situation, and keeping an eye on our environmental impact, we've moved most of our delivery to be either remote or in person, including the provision of training via video conferencing.

We're happy to put an outline plan together for you as part of choosing our products and services.

Support Hours

Data protection incidents don't respect office hours or holidays so our services must fit in to match.

For customers of our outsourced DPO service and our Enhanced DPO Support Service we provide access 24/7 and can help to manage contact over holiday periods.

For the Sentry system and less urgent questions the helpdesk runs business hours on working days. You can call or email us or use our web chat service. Whichever route you choose, we provide the answers you need.

On-site Support

There are times when a phone call or email can't provide all the support you need, and a site visit is the best way forward. This may be to perform an audit, to provide direct support in resolving a breach or help with the redaction of a subject access request.

For Outsourced DPO customers, we provide for at least one on-site visit, for others we can provide





on-site support as part of a consultancy arrangement. You can be confident that the member of our team who attends has the skills for the job.

It goes without saying that while the restrictions from COVID-19 continue we will look to provide more of our services remotely. However, when the situation demands, providing you are confident that appropriate precautions can be put in place for both sides then we will come to your site.

Account Management

Our support services work on the normal model of triage and escalation. You'll always get the right person to answer your question.

We also provide an account manager, we call them a customer success manager, who will ensure that the products and services you chose continue to meet your needs, and work with you if you have additional needs.

We'll have at least 2 review meetings each year. These meeting will normally be by phone or video conferencing, but in some situations, when circumstances permit, may be in person.

KEY BENEFITS

- Ensuring you get the most from our services
- Easy to contact us in the way that you prefer
- Delivery planned to meet your schedules

CUSTOMER STORY



The Watergrove Trust is a group of five schools, two secondary and three primary schools around Rochdale in Lancashire. In July 2019, the Trust began to look for additional support managing data protection. The Trust wanted to ensure that they had access to expert advice and could easily demonstrate their work on compliance.

GDPR Sentry was in the unique position to offer both an education focused Data Protection Officer service and Sentry, a market leading compliance management system. For the Trust this means there is only one place to call for any data protection questions.

The pandemic has created new data protection risks for schools and colleges. GDPR Sentry can deal with questions and issues rapidly, enabling the Trust to focus on supporting its' students and staff.

Mark Moorhouse, CEO of the Watergrove Trust said, "Providing more to the communities that we serve is the mission of the Trust. In this unprecedented year we've had to find innovative ways to support students, parents, and our people.

It's been reassuring to know that as we find those novel approaches, we can get immediate advice on any data protection risks.

Our questions have been answered, we've had practical guidance through some of the hitches and a simple system that enables key members of the team to see what's going on across the Trust".



Contact Us

web: gdprsentry.com

email: info@gdprsentry.com

call: 0113 804 2035

GDPR Sentry Limited
Unit 434 Birch Park
Thorp Arch Estate
Wetherby
West Yorkshire
LS23 7FG

Registered in England and Wales
Company Number: 11093693