

INFORMATION - MANAGEMENT OF A RISKY ISSUE

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A Two Part Story

- Part 1
 - What is the Council doing about managing its information?
- Part 2
 - What do you need to do about managing your information?



Council Information (1)

- The Journey so far
 - The Information Commissioner’s Office came to visit last year (November 2014).
 - Made a series of recommendations and gave the Council a six month time frame upon which to act on those recommendations.
 - One upshot of that plan of action is the brief information (Agenda Item 10) report on the Council agenda tonight



Council Information (2)

- What kind of information are we talking about?
 - Current paper & electronic records files
 - Archived paper & electronic records and files



Council Information (3)

- Officer support for the information management agenda in the Council:
 - Chief Information Officer – Peter Moore
 - Senior Information Risk Owner (SIRO) Jill Coule
 - Head of Finance and ICT - Margaret Rawding

The role of the Business Intelligence Team.

Ultimately – information management is everyone's individual responsibility



Council Information (4)

- As a result of the visit by the ICO action has focused on:
 - Raising awareness of the importance of good information management practices across the Council through training, posters, designation of staff as Information Asset Owners etc.
 - Embedding procedures and policies which are to be adhered to by all
 - Ensuring that our Councillors are assured as to those policies and procedures through the Audit & Governance Committee



Council Information (5)

What will the future look like with respect to management of the Council's information?

- Continuation of the training programme
- Continuation of the risk management arrangements
- Reporting of the effectiveness of the Council's policies and practices to the Audit & Governance Committee



Councillor Information (1)

- What about you? Did you know you wear three hats when it comes to the information agenda?
 - Council Information (covered by the Council's registration with the ICO as a data controller)
 - Political Party Information (covered by the Party's registration with the ICO as a data controller)
 - Constituent's Information (covered by YOUR OWN PERSONAL REGISTRATION with the ICO)



Councillor Information (2)

- Tonight the focus is on the information you hold about your constituents.
 - The character of this type of data is that it will be of a personal nature.
 - Likely to include name, address, contact telephone numbers, details of their problem/issue that they wish you to consider
 - How do you store that data? Paper records or electronically?



Councillor Information (3)

- From time to time the data will be of a sensitive nature. This means that it will be data about an individual's:
 - Race or ethnic group
 - Political opinions
 - Religious beliefs
 - Trade union membership
 - Health
 - Sexual life
 - Alleged criminal activity
 - Court Proceedings



Councillor Information (4)

- 8 principles set out in Data Protection Act 1998:
 - Data may only be used for the purposes for which it was collected
 - Data must not be disclosed to other parties without the consent of the individual – but there are exceptions
 - Individuals have a right of access to information about them
 - Personal information may be kept for no longer than is necessary and must be kept up to date
 - Can't send the information outside of Europe without consent
 - **MUST REGISTER** with the ICO if you process personal data
 - Have appropriate security in place to manage the data
 - Individuals have a right to have factual information about themselves corrected.

Councillor Information (5)

- What happens if you don't register
 - A failure to register by Councillors who handle personal data risks a fine of up to £5000.

Councillor Information (6)

- What would be really helpful is if you had a standard privacy notice for your constituents
- Such a notice would explain
 - How you will use the information you are given
 - With whom you might share the information
- Example
 - Any information you give will be used to pursue your query or concern with the Council or other relevant body.
 - Your information will only be used in connection with the query or concern you have raised and for no other purpose.
 - Once your query or concern is resolved your information will not be retained, it will be destroyed securely.

Councillor Information (7)

- A straw poll re use of email addresses.



Conclusions

- Hopefully
 - You are reassured about the Council's management of its information
 - You are clear about your own responsibilities with respect to information management when dealing with your constituents.

Questions/Comments

