

Guidance for handling personal client data when outside of our offices

Age UK Wiltshire (AUKW) records a significant amount of personal data in relation to its clients. AUKW has a geographically diverse workforce with some workers based in its offices but the vast majority are working from community locations or from home. When working from home or a community location, all AUKW data protection and confidentiality rules apply. The following guidance is for all AUKW workers when handling client data outside of AUKW offices.

What is personal client data?

Personal data is any information which enables a person to be identified. It includes:

- name
- address
- telephone number
- email address
- health status
- ethnicity

Guidance for working at home

- Personal client data on paper should be treated as confidential and locked away when not in use. It should be securely disposed of or shredded as soon as possible. Documents can be brought to the office for secure disposal if it is not possible to do this at home.
- If a non-AUKW networked device is being used, such as a personal computer or smart phone, to access or receive personal data, then this device should be password protected as a minimum level of security.
- Avoid storing client data onto a non-networked device. If data must be downloaded, it should be stored securely with password protection and restricted access
- Any downloaded data should be removed from the storage device as soon as it is no longer needed. If the data has been removed to the Recycling Bin; it should also be removed from there too.
- If emails are received which contain personal data, they should be deleted as soon as possible, and then deleted from the Deleted Items folder so as to permanently remove the email from the account. Client personal email addresses should not be stored or remembered by non-AUKW devices.
- Any email address used to receive client personal data must be for individual use and not be accessible by any other member of your household.

Guidance for working when out and about

- If papers containing client personal data are being transferred from home or the client's home, to the office this should be done as soon as possible. Paperwork should be kept

preferably in a bag, briefcase or folder that can be zipped closed or locked or lock the paperwork out of sight in the boot of a car.

- If documents are being carried relating to a number of clients when on a series of home visits, the documents for other clients should be locked out of sight in the boot of the car and not taken them into the client's home.
- Workstations accessible to the public or non-AUKW workers should operate a clear desk practice, so that any paperwork containing personal data is not left out where passers-by could see it. All workstations should be left clear at the end of the working day, with any paperwork containing personal data locked away.

What to do if a breach of this Policy is suspected?

If a breach is suspected, then the line manager immediately should be informed immediately.

Age UK Wiltshire is committed to keeping client data safe and secure. Training beyond this guidance document will be provided if requested. USB sticks and lockable document folders will also be provided if needed,