

Guidance for handling personal service user data when outside of our offices

Age UK Wiltshire (AUKW) records a significant amount of personal data in relation to its service users. AUKW has a geographically diverse workforce with some workers based at our 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 service user data outside of AUKW offices.

What is personal service user 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 service user data on paper should be treated as confidential and locked away when not in use. It should be securely disposed of/ shredded as soon as possible. You can bring documents to the office for secure disposal if you can't do this at home.
- If you are using a non AUKW networked device (eg. your personal computer or smart phone) to access or receive personal data then this device should be password protected as a minimum.
- Avoid downloading service user data onto a non-networked device. If data must be downloaded then save it onto USB stick which is password protected.
- Any downloaded data should be removed from your USB stick as soon as it is no longer needed. Check if the data has been removed to your Recycling Bin; if it has then remove it from here too.
- If you receive emails which contain personal data you should delete them as soon as possible. Go to your Deleted Items folder and delete the email from here too so as to permanently remove the email from your account.
- Any email address you use to receive service user personal data must be for your own individual use and not be accessible by any other member of your household.

Guidance for working when out and about

- If you are transferring papers containing service user personal data from your home, or your service user's home to the office this should be done as soon as possible. Keep the paperwork with you, 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 your car.

- If you are carrying documents relating to a number of service users when on a series of home visits, you should keep the documents for other service user's locked out of sight in the boot of your car and not take them into the service user'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 you suspect a breach?

If you suspect a breach then inform your line manager immediately!

Age UK Wiltshire is committed to supporting you to keep service user data safe and secure. We will provide you with training beyond this guidance document if you request it. We will also provide you with USB sticks and lockable document folders should you need them.