

# DATA PROTECTION HELPLINE

A new dedicated helpline from Act Now Training to assist busy public sector information professionals and in house lawyers dealing with compliance issues and requests for access to personal data under the Data Protection Act 1998.



The Act Now DP Helpline is designed to supplement your internal expertise by acting as a friendly advisor for you to discuss your Data Protection and Privacy issues and avoid attracting the attention of the Information Commissioner. Our experts will guide you through the relevant sections of the Act and make recommendations about your response to difficult DP situations.

Public authorities are increasingly receiving complex and time consuming Data Protection requests. These involve consideration of a number of Data Protection exemptions as well as relevant Information Commissioner and Information Tribunal decisions. Internal legal departments are often over stretched and dedicated Data Protection practitioners are hard to recruit. External legal advice in this area is very expensive and there are very few experts in this field with real experience of advising the public sector.

The DP helpline is managed by Paul Simpkins who has worked in the public sector for ten years as a Data Protection Officer and is now a director of Act Now Training and one of their main expert trainers.

## Annual Subscription

£499 + vat

## What is covered?

The DP Helpline allows two nominated members of your staff (for a twelve month period) to ring our experts and discuss any Data Protection issues and requests they are dealing with.

Our experts will talk them through the request and the relevant considerations when advising upon or dealing with the request. This would typically include:

- Which regime applies – FOI/DP?
- What can be charged?
- Key exemptions under DPA
- Fair Processing Notices
- Handling Subject Access requests
- Disclosing information to external agencies
- The Human Rights and Privacy issues
- Lawful data sharing
- CCTV disclosures
- Drafting responses to requests
- DP compliance when marketing
- Dealing with the Information Commissioner
- Dealing with internal complaints
- Latest cases/guidance from the Commissioner

## Who Should Subscribe?

This service can be used by all those who are in charge of DP compliance and advice within a public sector organisation and who wish to obtain up to date and practical advice without worrying about the costs. It is available to all parts of the public sector including:

- Local authorities
- PCTs and NHS trusts
- Police forces
- Non governmental agencies
- Schools and Colleges
- Universities

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## Our Helpline Experts

**Paul Simpkins, Ibrahim Hasan, and Tim Turner**

All our experts are well known trainers and writers in this field with many years of public sector experience.

They are examiners for the ISEB certificates in Data Protection and Freedom of Information and have lectured on this topic throughout the UK and abroad.

Full biographies at [www.actnow.org.uk](http://www.actnow.org.uk).

<u>Common Queries</u>	<u>What is not covered</u>
<p>“How do I ensure our customers are aware of our data sharing activities?”</p> <p>“Do I release names of our staff on request?”</p> <p>“Can I re-use mailing lists compiled in one service area for another function elsewhere?”</p> <p>PLEASE NOTE: Use of this service is subject to our terms and conditions (see below).</p>	<p>Please note that the aim of this service is to act as a telephone “sounding board” or “sign post” service. It is not meant to provide comprehensive legal advice about your specific DP request/issues. We are unable to read lengthy documents or draft responses to requests on your behalf. Where you require this service we will discuss with you the possibility of referring your request to specialist lawyers for advice for an additional fee.</p>

### DP HELPLINE SUBSCRIPTION FORM

Name			
Organisation			
Department			
Address			Post Code
Invoice Address (if different)			Post Code
Phone Number			Fax Number
Email			
Purchase Order Number			Our Reference (if any)

### Two easy ways to subscribe

**Fax** your subscription form to **01924 451129**

**Post** your subscription form to Act Now Training, 64 Bradford Road, Dewsbury, WF13 2DU

Once your subscription is processed we will send you a form to nominate your two helpline users plus the dedicated helpline number.

### Terms and Conditions

1. This service is intended for specific DP requests you have received. It is a “sounding board” or “sign post” service. We are unable to read lengthy documents or draft responses to requests on your behalf.
2. The service is available during working days (9am to 5pm). We aim to answer all queries immediately or within 24 hours if it is complex. However at busy times it may take slightly longer.
3. Responses to queries will be made by telephone. You can send queries by e-mail (and occasionally we may ask you to do this), but we cannot give a written response under this service.
4. This service can be used by one or two individuals nominated by you (e.g. the FOI officer or a lawyer in the legal department). You can change the nominated officers twice during each subscription year.
5. This service is not aimed at private sector lawyers or consultants. We reserve the right to refuse a subscription request.
6. We reserve the right to refuse to answer a query if it presents us with a conflict of interest.
7. Where a caller/organisation is making excessive use of this service, or is being argumentative or unreasonable, we may withdraw the service from such an organisation and refund the unused portion of the subscription.