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Important - Please pass to your Business Manager & share with staff

Avoiding increased Data Breaches when working from home



One West support during the Pandemic

As the **COVID-19** situation evolves we hope that you and your colleagues are keeping safe, well and meeting the challenges that having to work in very different ways presents.

In case you need us One West is still **operating effectively** and you can still ring us or email as normal.

Right now we are getting lots of requests for advice on the use of **new technologies** to enable remote working / teaching (e.g. Zoom, MS Teams, VLEs etc) - if you are considering opening up new technology please get in touch as we can quickly advise on this and ensure the data protection risks are treated.

Reflecting on some positives it is certainly a good chance for some workers to catch up and tackle things that have been hanging around in the **'to do'** list for a while. As a result we have been getting increased numbers of calls and emails as staff look to complete work that was way down in their 'to do' list.

Bear with us on replies but we are **happy to help** - in particular please get in touch if you would like us to go through your recent DPO Compliance Report and help you with any outstanding actions.

For those of you who haven't had a **DPO visit** this year, don't worry, you will still get one. We are currently putting together various options for you – one of which will be to do the work remotely if you choose. We'll be in touch about this soon.

Avoiding increased Data Breaches when working from home

We are seeing an **increase** in data breaches related to staff working from home. These are mostly associated with email and with a bit of good advice are avoidable. Consequently this is a great time to **remind staff** of some straightforward rules.

These are:


When emailing multiple external recipients (e.g. parents) always ensure you blind copy them in (using BCC). This will avoid disclosure of other persons email addresses.

When opening emails received ask yourself:

- Was I expecting this email?
- Does it look and feel right?
- Is it asking me to open an attachment / click a link / or urgently reply?
- Can I verify the validity of the email another way? (e.g. phone call / SMS)

Maintain privacy when working from home:

- Don't let your children/partner use your work device, or let them work on a personal device where you have an active work session (e.g. Citrix, remote access, VPN etc)
- Keep documents tidied away when not working

- Lock your screen (use  + L as a shortcut) when leaving your device unattended

Business Continuity

The current situation is a sobering reminder on the need for Business Continuity plans. Whilst some of you will already have Business Continuity Plans (BCPs) and are using them right now, many will not.

One West has extensive experience in this field - so if you would like to have a discussion about it feel free to get in touch at: one_west@bathnes.gov.uk. It's a good time to look at your organisational resilience too.

Finally – our continued best wishes. We hope that you are managing to stay safe and upbeat.

Regards

The One West Team



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Our mailing address is:

One_West@bathnes.gov.uk

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