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**Important regarding Data Breach Reduction - please pass to your Business Manager**

## **Looking into the Summer Recess – working to avoid data breaches. (Plus some thanks!)**

**Rob Long One Wests' Head of Information Assurance – our lead for DPO**



**Rob writes on behalf of the team:**

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## **So – at last we head into the summer holidays – time to pause for breath perhaps?**

We know how hard many in schools have had to work, trying to provide ongoing work for students whilst also planning for the new school year with all its special arrangements.

Many of us at One West have children and can see what you have done first hand. We just wanted to take a minute to say thankyou!

For us we continue to do our part and hope that the information we have been providing up to now is useful – many of you are feeding back that it is.

We are going to continue with our bulletins and in particular we will have some guidance coming out soon on information requests relating to exams. It is bound to be a hot topic so look out for it!

Perhaps useful for you to know my team has seen a sharp spike in data breaches since lockdown - in June we had just over 1 breach reported every day with a total in 3 months of over 90!

66% of these were related to emails so they suggested we publish some guidance on some simple practices your people can be aware of – especially as they may work remotely over the holidays.

Do share with others and help to reduce your risk of a data breach – better to avoid when you are trying to take a break!

## **So – what can you do?**

### **As your mouse pointer hovers over the send button ask yourself .....**

- Have I got the correct recipients?
  - Have I checked that the email addresses I have are current/accurate? *(e.g. not being directed by auto-fill, but checking SIMS to ensure the correct addresses are included, and being aware of the accuracy of distribution lists).*
  - Should I be replying to all? *(be mindful that email conversations can start off discussing something fairly innocuous, but can lead on to more sensitive matters being discussed).*
  - Have I included the correct attachment(s)?
  - Have I checked the content to ensure the information included is correct? *(e.g. not including third party data or other data which that person does not have the right to access).*
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- Have I checked any attachments for other sheets which shouldn't be included? (e.g. Excel spreadsheets, PDFs/Scanned docs).
- Should I be blind copying (BCC) the recipients? (e.g. Emailing all class/school parents).
- Remember an email is a record and could therefore be disclosed in a Subject Access Request (request for personal data), and/or a Freedom of Information Request (request for organisational data) – *ensure the content is professional and clear what is fact and professional opinion.*

**There are also some tips to think about .....**

**#1 - Why not ensure that the BCC box always appears as a default?** *You can do this in MS Outlook by clicking on the Options tab in a email, and then ensuring BCC is selected in Show Fields.*

**#2 - Why not setup an email sending delay?** *This gives you a safety net if you quickly realise an error, and can intercept the email (in Outbox) before it delivers - you can set it up by creating a rule.*

**Finally, if you have any holiday planned, staycation, UK or abroad we hope it goes well and of course stay safe.**

**For us it will be business as usual over the break so call if you need us.**

**Once again for everyone at One West and especially those of us with children – thanks.**

**Regards**

**Rob**

**NB:** When you have time, keep checking out our **Members Area** if you are affiliated to that – we are updating all the time. Lately we have been updating the policy documents available to you. Have a look at:

<https://onewest.co.uk/my-account/members-area/>

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