

GDPR and Data protection Update – October 2020

Survey of Schools and Institutes

In 2019, School Managers were asked to complete a questionnaire to help us to audit academic departments for GDPR compliance. We're grateful to everyone who completed it and some of the findings have given rise to guidance in this communication. Professional Services teams have also completed similar surveys and we thank all those who responded too.

Using third parties

Although it can be useful to make use of some external services, this can unknowingly lead to a breach of the law or Queen Mary policies. If third parties are used to process personal data there is required to be a binding contract in place. For example, the survey found that Survey Monkey is currently being used in many academic departments but Queen Mary has a contract with [Online Surveys](#) available to all staff, which should be used in its place. Queen Mary has also put in place SharePoint and OneDrive now, so the use of Dropbox and other cloud-based storage is no longer necessary.

Review any contracts or agreements that involve the processing or sharing of personal data and if you're in any doubt, consult the Records & Information Compliance Manager.

Use of external email accounts

Along the same lines, staff should not set up auto-directs for email; non-QMUL accounts must never be used for Queen Mary business and forwarding personal data to an external account or using a non-QMUL account to communicate with other staff and students is a breach of our policies and the law. For further information and guidance, please see <http://www.arcs.qmul.ac.uk/qmstaff/governance/information-governance/email-dos-and-donts/>

Keeping copies

Many people like to keep a copy of information 'just in case' and the survey confirmed this. While this can be understandable and it might be important to keep copies of information until the department responsible for the master copy has confirmed receipt, this can also create risk, for example that information is not disposed of in a timely and secure manner. Please look at the [guidance and policies relating to records management](#). Review of electronic and hardcopy information should be an ongoing activity to ensure that personal data is not retained longer than necessary. Storing information securely is also everyone's responsibility. The IT Services Digital Workplace Programme will be issuing guidance on data storage before the end of December 2020.

Avoiding Data Breaches

Unintended breaches of confidentiality are often caused by people sending emails and attachments containing personal data to the wrong recipient. To help prevent this there are a number of simple changes you can make within Outlook which can stop this happening:

- **Turn off the Autocomplete list.** This prevents accidental email addresses being entered:

<https://support.microsoft.com/en-us/office/manage-suggested-recipients-in-the-to-cc-and-bcc-boxes-with-auto-complete-dbe46e31-c098-4881-8cf7-66b037bce23e>

- **Add a delay to the email being sent.** This will give you time to prevent an email or attachment being sent by mistake, as you can then delete or stop it.

<https://support.microsoft.com/en-us/office/delay-or-schedule-sending-email-messages-026af69f-c287-490a-a72f-6c65793744ba>

- **Emailing links, not attachments.** To stop data leaving Queen Mary in an uncontrolled manner, you can email a link rather than attach a file which prevents unauthorised access by 3rd parties. Anyone authorised to access the file will be able to be managed using their MS365 account, SharePoint and Teams settings.

<https://support.microsoft.com/en-us/office/share-sharepoint-files-or-folders-1fe37332-0f9a-4719-970e-d2578da4941c>

E-learning for staff

Training modules on GDPR and cybersecurity are available now through [MS365](#) and mandatory for all staff (and students). You will have received emails about these; please ensure you complete the courses as the deadline has already passed.

External guidance and reading

Remember that there is always lots of guidance from the Information Commissioner's Office, see <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

Why not read 'The Age of Surveillance Capitalism', available in [Mile End library](#) to broaden your awareness of data protection outside Queen Mary? You may never want to use your smartphone again!

Help is at hand - Contacts

If you need any help or guidance or have any questions, please get in touch with the Records & Information Compliance Manager, [Paul Smallcombe](#), or if you need any technical help with Outlook or the Metacompliance E-learning, log a ticket with the [IT Servicedesk](#).