

Latest updates from [The Office of the Data Protection Authority](#)

You have received this email as xxx is an active subscriber to our monthly newsletter. [You can unsubscribe here.](#)

| [Forward to a friend](#)



Thank you for subscribing to our monthly newsletter – in this issue:

- [Message from the Commissioner](#)
- [Human behaviour remains key risk to protecting data](#)
- [Bailiwick takes part in global 'Privacy Sweep' for first time](#)
- [ODPA start investigation into Sure Directory issues](#)
- [Free Advice \(organisations and individuals\)](#)
- [Meet the Team](#)
- [Guidance and resources](#)
- [Data Protection TeaBreak podcast](#)

[Message from the Commissioner](#)

Welcome to our September newsletter.

I have been fortunate in recent weeks to have been part of a number of events exploring the ever increasing and ever challenging world of data.

These events were a wonderful opportunity for us to talk about the work we are doing at the ODPa to support compliance, as much as they are for us to hear, first hand, how the regulated community are experiencing data related issues at the front line.



Our own [events programme](#) continues to be extremely successful. In the latest sold-out sessions we explored 'data protection in the workplace' and the importance of data ethics. Over the next few weeks we will be looking at 'handling subject access requests' and 'individuals' rights'.

Barclays' AI Frenzy event, held at the Digital Greenhouse on 19 September highlighted the extraordinary opportunities that present themselves to us in the era of big data and machine learning. We went on to explore some of the ethical issues raised by AI, highlighting the imperative to build human values into all such innovations, conscious of the impact things like intended and unintended bias can have on individuals and communities. A young student, who was there with her tutor, came over to me at the end of the event. Her interest and eloquence was both inspiring and humbling. So often the younger generation are written off as having no regard for their own, or others', privacy; immersed - as they are - in a social media driven world. But I have had the pleasure of meeting a number of local students (such as our [summer placement student, Brailen](#)) who are proof that the younger generations have much to offer us, including an optimism about the future and a reminder of

our obligations to ensure that future is protected. If we are to engage effectively with our rights and responsibilities, it is a collaborative effort across generations and communities.

More recently I was delighted to be invited to present at a data protection conference in Dublin ([PrivSec 23-24 September](#)) where I spoke about the approach we are taking at our office in supporting enlightened and ethical data protection compliance as well as the importance of positive culture change.

The ODPA is only a small team but we seek to bring honesty and integrity to the work we do which, in turn, seeks to build a culture of compliance for our jurisdiction where we all engage with our legal duties because we recognise the benefits that brings to us as individuals, our society and our economy. Our [strategic plan and objectives](#) are considered and deliberate.

Being invited to speak at the events detailed above is testament to the wonderful work my team continue to do to deliver on our objectives. It also illustrates how much regulated businesses welcome the acknowledgement that real compliance necessarily goes beyond tick box exercises. The fact that the world of data has prompted the making of its very own movie, '[The Great Hack](#)' (Facebook and Cambridge Analytica story), evidences just how far reaching this topic has become for us all.

In some way, data affects each one of us every minute of every day and if we simply frame our regulatory response around enforcement and fines, we are never going to secure the '[mid-course correction](#)' which inventor of the internet Sir Tim Berners-Lee says we are in desperate need of.

There was electricity in the conference room when, in PrivSec Dublin, the stars of the show - [Max Schrems](#) (lawyer, and privacy activist) and [David Carroll](#) (featured in 'The Great Hack') arrived for their panel discussion. I will remember that moment for a very long time. For as long as I can recall, data protection has been *tolerated* but rarely embraced. I hope that this is an indication that this is changing, that we are starting to value the part it plays in ensuring we can live our lives in the way we want to; as well as starting to value people like Schrems and Carroll, who are making such a huge difference.

- Emma Martins

Data Protection Commissioner

Emma has been invited to speak at the [Executive Leaders Network Data Protection & Privacy Conference](#) (14 Nov), and [Data Governance, Europe](#) (27-28 Nov).

Human behaviour remains key risk to protecting data

Thirty-two personal data breaches were reported to us in the two months up to 26 August 2019. Eighteen of the breaches were due to personal data being sent, via email or post, to the wrong person. The remaining fourteen were through criminal activity, hacking, personal data being accessed inappropriately, the disclosure of personal data when not authorised to do so, or personal data being lost.

[READ PRESS RELEASE](#)

Bailiwick takes part in global 'Privacy Sweep' for first time

This Friday, 4 October, is the deadline for *organisations we've contacted* to take part in the [Global Privacy Enforcement Network's](#) annual 'Privacy Sweep'. This is the first time our jurisdiction has contributed to this international intelligence-gathering exercise, organised by GPEN (a network of privacy enforcement authorities).

The theme for this year's sweep is *'how data breach notifications are handled'*.

What happens now?

The ODPA is focusing solely on healthcare providers and has already contacted a select number locally to respond to GPEN's set questionnaire. They are not obliged to take part, but participation is encouraged as the more responses received, the more insight can be gained - for the benefit of everyone.

What happens next?

The ODPA will review all local responses individually; nobody outside the ODPA will have sight of these specific responses. The ODPA will then collate the local responses and report only these aggregated responses to GPEN. GPEN will collate responses from all participating jurisdictions, and will publish their results in due course.

MORE INFORMATION

ODPA start investigation into Sure Directory issues

On 1 October 2019, we began an investigation in relation to how Sure handled personal data for the 2019 Sure Directory. Sure have been notified of the start of this investigation. The ODPA welcomes Sure's constructive engagement and their full co-operation is anticipated.

[READ PRESS RELEASE](#)

Free advice (for organisations and individuals)

Fortnightly drop-in sessions (general enquiries)

If you are representing an organisation, of any size, and you have a **general enquiry** you can come along to our drop-in sessions between 09:00 – 12:00 every other Wednesday morning.

The next sessions will be held on: **Wed 9 October** and **Wed 23 October**. See a [full calendar of the drop-in sessions for 2019 here](#). You may also be interested to [attend one of our free events](#).

What to expect at our drop-in sessions:

1. We will ask you to sign in and will give you a ticket number.
2. When your ticket is called you will be taken into a meeting room with an ODPA staff member. Our staff member will listen to your questions, and talk over any issues you are having.
3. To make sure we can see as many people as possible, we normally limit each individual meeting to approximately 30 minutes.
4. If your query is not resolved you are very welcome to come back a fortnight later to the next session.

Casework and Study Visits (specific enquiries)

- For **specific queries relating to ongoing cases** please request an appointment with the ODPA staff member assigned to your case.
- To explore a **specific topic or issue in detail** [please contact us to request a 'study visit'](#).

Members of the public (by appointment only)

If you have concerns about how your personal data, or other people's, is being used you can talk to us in confidence either over the phone (you do not need to give your name), or in person. If you would

like to meet with us, please request an appointment so that we can make sure we have the relevant staff member available to assist you. You can request an appointment by:

- Emailing us (enquiries@odpa.gg)
- Calling us on 01481 742074
- Dropping in to our office between 08:30-17:00 (Mon-Fri)

If you are looking for information on how to exercise your rights [please follow our quick guide](#) in the first instance.

Meet the Team

Over the coming months we will give you an insight into the ODPa team by posing these three questions to our staff members. This month, we'd like to introduce you to our **Communications & Outreach Officer, Kirsty Bougourd**.



Q: What does a typical day at work look like for you?

At the moment I'm still in the planning stages of the outreach project to connect with the Bailiwick's young people. I spend time each day developing and planning resources and lessons and making contact with the people I'll be working with. I also work on the ODPa's podcasts which can be found on [SoundCloud](#) and [Apple Podcasts](#). Some discuss more technical issues around data protection but we have also posted some more general discussions like the historical background to data protection legislation. I also assist with the ODPa's external and internal communications.

Q: What's the best thing about working in data protection?

The best part of my job is working towards empowering the younger generation to protect themselves and their data. Since starting with the ODPa in March 2019 I now recognise the implications if it goes wrong, I see how vital data protection is and I really care about sharing this with others from younger children to older students. I never imagined that protecting people's personal data would be so interesting: most of us probably don't stop to think about what we share online and do every day. Imagine all your medical records being taken by a stranger somewhere in the world, all your personal banking details, your home address, phone number, date of birth etc. being shared to criminals to try to steal your money and your identity.

Q: If you could get one message across to people about data protection, what would it be?

Guard it well, it's precious, priceless and highly personal.

Advice, Guidance & Resources

If you are finding navigating the data protection landscape difficult, you are not alone. We are here to help. We regularly publish guidance and resources to support all local organisations in their own approach to compliance with our local data protection law.

Below is just a small selection which you can use as you see fit, [you can access all of our Advice, Guidance & Resources here](#).

The Seven Data Protection Principles (poster)



Why you should care about data protection (leaflet)



How to avoid five common breach scenarios



The Right to Data Portability (guidance document)



Six data protection myths busted



Eight steps to protect yourself from identity theft and scams



Data Protection TeaBreak podcast

In April 2019 we launched our podcast on the SoundCloud platform, to give you another way of accessing informative, thought-provoking, and hopefully entertaining insights to a broad range of topics relevant to data protection. As of June 2019 you can also [access our podcasts via Apple Podcasts](#).

- **Episode 1:** Rachel Masterton and Tim Loveridge discuss [background to data protection regulation](#) and aspects of Guernsey's local law compared to the EU General Data Protection Regulation (GDPR). (Recorded: 26 March 2019)
- **Episode 2:** Emma Martins and Tim Loveridge discuss the public consultation on the [ODPA future events programme](#). (Recorded: 11 April 2019)
- **Episode 3:** Rachel Masterton and Tim Loveridge discuss the [end of transition](#). (Recorded: 30 April 2019)
- **Episode 4:** In this special edition Emma Martins and Kirsty Bougourd discuss how the atrocities committed during the [Second World War led to the development of data protection laws](#). (Recorded: 2 May 2019)
- **Episode 5:** Emma Martins explains to Kirsty Bougourd how data protection [breaches can cause harm to individuals](#). They discuss the different types of harm that people can suffer as the result of a breach and the role of the Office of the Data Protection Authority. (Recorded: 29 May 2019)
- **Episode 6:** Rachel Masterton and Kirsty Bougourd explore the differences between [controllers and processors](#). (Recorded: 20 June 2019)



The Office of the Data Protection Authority

St Martin's House, Le Bordage, St. Peter Port, Guernsey GY1 1BR

+44 1481 742074

enquiries@odpa.gg

[Privacy Notice](#)

[Unsubscribe from monthly newsletter here](#)

[View previous issues here](#)