GDPR

General Data Protection Regulation

Facilitator's Guide

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GDPR (GENERAL DATA PROTECTION REGULATION)

Presentation Title: Roles and Responsibilities

- PowerPoint – GDPR (GENERAL DATA PROTECTION REGULATION)

Materials

Module Overview

- This module will introduce the participants to the GDPR guidelines.

Overview

Learning Gap

- Participants only understand what GDPR is about, but not being able to apply its guidelines to their work.

Learning Gap

Duration

- 30 minutes of training.

Materials

Objectives

- The participants will know the definition of GDPR.
- The participants will determine the common ways data can be mishandled.

Objectives

- The participants will identify the individual fundamental rights of GDPR.

- The participants will learn the practical applications of GDPR.

Agenda

Lesson or Topic	Delivery Style	Timing
Embarrassing moment	Activity	5 min
How can data be mishandled?	Discussion	2 min
GDPR (General Data Protection Regulation)	Discussion	13 min
Sharing Time	Discussion	5 min

Facilitator's Note: Use the remaining 5 minutes to introduce the lesson and discuss the training agenda and objectives.

Note

Facilitator Note

Virtual Training Instructions

Using Zoom, the Trainer will host a screen-share to show the presentation.

Sharing your screen:

1. Click the Share Screen button located in your meeting controls.

2. Select the screen you want to share. You can also choose an individual application that is already open on your computer, the desktop, a whiteboard, or an iPhone/iPad.

    (Optional) Enable these features:

    - Check Share Computer Sound: If you check this option, any sound played by your computer will be shared in the meeting.

- Check Optimize for full-screen video clip: Check this if you will be sharing a video clip in full-screen mode. Do not check this otherwise, as it may cause the shared screen to be blurry.

3. Click Share.

- Zoom will automatically switch to full screen to optimize the shared screen view. Click Exit Full Screen in the top-right corner or press the Esc key to exit full-screen.

To disable automatic full screen when viewing a shared screen, disable this option in your desktop client settings: Enter full screen automatically when a participant shares the screen.

Training Agenda

SLIDE 1

Good day team, today we will be learning about data security. In this digital age, security is indispensable. We advocate for making sure that our customers' personal information is handled responsibly. That is why we are taking this time to learn the guidelines and the practical applications of GDPR.

Objectives

SLIDE 2

At the end of this training, you will be able to:

- Know the definition of GDPR.

- List the common ways data can be mishandled.

- Identify the fundamental rights GDPR provides.

- Learn the practical applications of GDPR.

ACTIVITY: EMBARRASSING MOMENT

SLIDE 3

To start with, let us have a quick activity. This activity is called, "Embarrassing moment".

Here is how our activity goes.

1.) Think of any embarrassing moment of your life.
2.) I will ask for a volunteer who can share his/her embarrassing moment with the class.
3.) Anything that is shared with the class will be for the class only.

* Facilitator's note: Proceed with the Activity.

What would be your reaction if someone from our class shares your story with others?

* Facilitator's note: Encourage participation from the class.

You would probably get annoyed, get mad, or you will not trust that person anymore. That is exactly what happens if the data that our customers entrusted us with is mishandled.

Let us advance our knowledge by discussing how data can be mishandled.

SLIDE 3

Activity

(5 min)

Activity Title: Embarrassing moment

Objective:

- Encourage participation from the class.

- Use the activity as a transition to the main lesson.

Instructions:

1. Instruct the whole class to think of something embarrassing that happened to them.
2. Ask a volunteer who can share his/her embarrassing moment with the class.
3. Assure the participant that his/her story will only be for this class only.

Activity Flow

Steps	Action
1	Instruct the whole class to think of something embarrassing that happened to them.
2	Ask a volunteer who can share his/her embarrassing moment with the class
3	Assure the class that whatever has been shared will stay only in the classroom.
4	Proceed with the facilitator's script

TRANSITION LESSON: MISHANDLED DATA

SLIDE 4

Examples of mishandled data.

- Data can be mishandled through digital devices.
  - <u>Shoulder surfing</u> - Spying on a person's device to steal personal data.
  - <u>Baiting</u> - Luring users into the trap that steals their data.
  - <u>Phishing</u> - Stealing user's data using email, links, texts, etc.
  - <u>Pretexting</u> - Stealing user's data through text messaging.
  - Data can be mishandled by employees.

- Data can be mishandled by people.

  - <u>Insider leak</u> - Divulging company's confidential info to the public.
  - <u>Loss or theft</u> - Loss or theft of company-issued devices.
  - <u>Unintended disclosure</u> - Mistakenly or unintentionally reveal a company's confidential info to the public.

To avoid mishandling customer data, let us learn what GDPR is, its fundamental rights to individuals, and its practical ways in the workplace.

LESSON PROPER: GDPR

SLIDE 5

Let us dig deep into the data security world!

What is GDPR?

What is GDPR? GDPR or General Data Protection Regulation is a European Union (EU) law on data protection and privacy. It covers all individual citizens of the EU and the European Economic Area (EEA). It also addresses the export of personal data outside the EU and EEA areas.

By complying with the GDPR, you can avoid work-related consequences for yourself and legal issues for the company. At the same time, complying with the GDPR allows you to deliver the world's best possible service to customers.

SLIDES 6 -7

GDPR Fundamental Rights to individuals

Here are the fundamental rights for individuals that GDPR provides.

- Right to restrict or limit processing- Individuals have the right to be provided with their data in a usable format or to transfer it to another organization.

- Right to data portability- Individuals have the right to be provided with their data in a usable format or to transfer it to another organization.

- Right to object to processing- Individuals have the right to request us to stop processing their personal data.

- Right of access- Individuals have the right to obtain a copy of the data we hold for them.

- Right to rectification- Individuals have the right to request corrections for inaccurate personal data.

- Right to erasure or right to be forgotten- Individuals have the right to request deletion of their data from our database.

SLIDE 8

*Facilitator's note: Use the quotation as a transition to the practical application of GDPR

Kirsten Manthorne says, "You are an essential ingredient in our ongoing effort to reduce Security Risk". We all must handle customer data responsibly.

Let us do our part by applying GDPR to our work.

SLIDES 9 -12

GDPR Practical Application

How do we apply these guidelines in our line of work?

When handling customer data:

- Never disclose any personal data that hasn't first been confirmed by customers.

    - Always be mindful of the difference between *verifying* and *disclosing*.

    - When we disclose, it means that we're proactively giving the information to the customer/ member of the public.

    - When we verify, we ask them to give us the information first and we validate if it's correct or not.

    - *Example*: Let's say you need to confirm a customer's delivery address. Explicitly ask "Can I have your delivery address, please?"

    - Telephone numbers and delivery addresses should never be disclosed on a call, chat, or email unless they have been provided by the customer first.

- Always confirm the name on the account and ask who you are speaking with first - A good, suggested spiel would be, "Can I have your name, please?". This is to make sure that we are speaking with the account holder without making them feel that we are questioning their honesty.

- The full email address associated with an account should never be *disclosed* - If the customers ask for their full email address, we can only refer them to their email provider. If a hint is requested by the customer, only mention the email provider to assist them (e.g., "Gmail" or "Hotmail").

- Never disclose card details such as the last 4 digits and expiry date - The rule of thumb will always be to have the customer confirm the information. Our job is to validate if the information given is correct.

- Always double-check you're sending personal data (where necessary) to the correct customer.

SLIDE 13

Conclusion

In conclusion, it is important to always follow the GDPR guidelines to maintain good relationships with customers and clients, prevent fines, and avoid disciplinary actions or termination.

ACTIVITY: SHARING TIME!

SLIDE 14

Activity

(5 min)

Activity Title: Sharing Time!

Objective:

- Gauge participants' understanding of the lesson by asking them to share their insights on how to apply GDPR in the workplace.

Output: Agents can apply the practical applications of GDPR in their work.

Instructions:

1. Ask the participants how they would apply GDPR in the workplace.
2. Conclude the training.

Activity Flow

Steps	Action
1	Ask volunteers who can share their practical applications with the class.
2	Conclude the training.

Facilitator's note: For the sake of time, you can pick one or two volunteers to share their learning with the class.

Great job! Always make it a goal to apply GDPR in your daily tasks.