

Report it

**Report suspected
information security
breaches straight
away to your manager.**

Don't wait until the end of the day. If you've made a mistake or realised that information could fall into the wrong hands, don't delay – report it!

Speak to your line manager for more information.

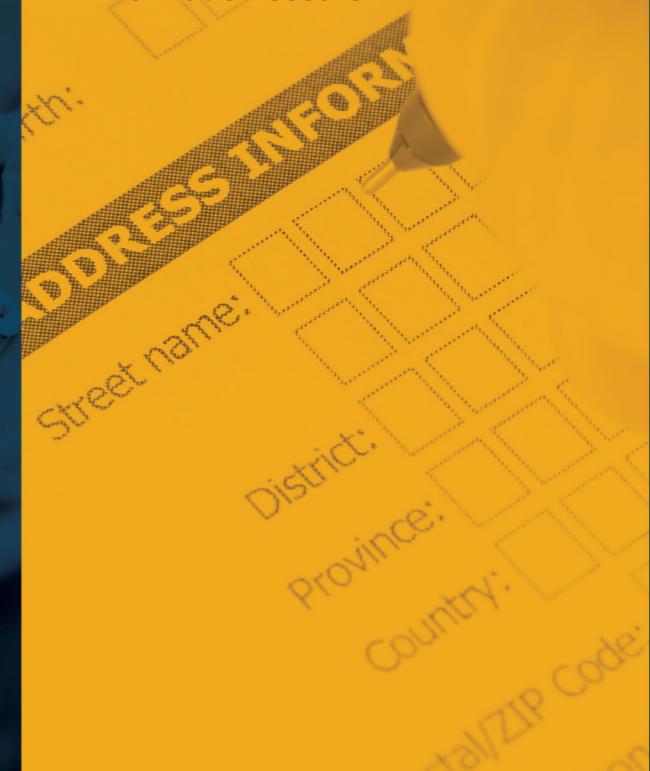
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Keep it safe

As an employee of the council it is important that you are able to protect and keep information safe at all times.

You wouldn't want information about you to be shared with people who shouldn't see it. Our value of being open, honest and trusted means that service users, customers and citizens need to:

- have access to information where appropriate
- be able to trust us to keep their information secure





Think!

- How sensitive is the information you are dealing with?
- Are you authorised to have it?
- Who else is authorised to have it?

Careless talk

You wouldn't want someone at your bank gossiping in the pub after work about the details of your overdraft, how much debt you had, or where you'd been spending your credit card. In the same way, make sure you don't divulge personal or sensitive information about the council, service users or customers to people who shouldn't know. This could include friends and family or other service users, customers and clients that you deal with.

Think about the most personal or sensitive information about yourself that maybe only you and close members of your family know about.

Now imagine that information being broadcast on the big screen in Millennium Square or plastered all over lampposts in your area. It's a horrible thought! That's why we all need to keep service users' and customers' information secure and not talk about it to people who don't need to know.

You are responsible for managing the council's information in a secure and responsible way.

On the phone

- Don't use your own mobile phone for taking pictures at work.
- Who can hear what you are saying on the phone? If it were your information would you want other people to be able to hear it?
- Ensure your council mobile phone has a secure password and/or PIN.
- If someone calls up asking for sensitive or personal information about a service user or customer, for instance asking for an address or date of birth, make sure you consider the following:
 - do you really know who is asking for the information? How can you check?
 - is the person asking for it allowed to have it?
 - should you be giving this information over the phone?

Dealing with paperwork

- Lock up sensitive papers, documents and records, like service user information, that you aren't using at the moment.
- If you're out and about on the bus, train or in the car keep it out of sight and don't leave it!
- If you're handling a service user's sensitive information like medical records, prescriptions, bank account information, family details – look after it properly and keep it secure at all times.
- If you have to take documents out of your workplace keep them safe and return them when you no longer need them.
- Don't keep sensitive paperwork, documents, customer/service user details in your home unless you are authorised to do so and have proper facilities.
- Make sure you store service user records or customer records securely.
- Don't leave papers lying around your workplace if they've got personal or sensitive information in them – you wouldn't want the wrong people to see them.
- Don't keep sensitive paperwork, documents, customer/service user details in your car when not working.
- If you know you are going to get a fax, go and get it.
- Don't write silly or harmful comments in people's files or on your paperwork.

Keep it up to date

Sometimes we think that the 'paperwork' can just be left to the last minute and we rush through it to get it over with.

Unfortunately this can mean that really important information that needs to be accurate, isn't. This could mean that the wrong information gets posted to the wrong family or that another member of staff or service fails to spot a safeguarding issue.

Make sure you fill in forms and paperwork as accurately as possible!

Ask for help and get a colleague or your manager to check if you need to.

Wherever you're working

- Challenge strangers in the workplace who you think should not be there.
- Wear visible ID when on council business.
- Keep keys safe, but consider giving a colleague a spare.



If in doubt – ask your line manager!

