

Training Course Catalogue 2011



Professional Compliance Training

Data Protection



Freedom of Information



Data Security



Records Management



Environmental Information

New Courses:

Creating
Data Protection Policies

Data Protection -
Being Prepared for
Legal Action

About PDP Training

PDP Training is the UK's leading provider of professional compliance training courses in data protection, FOI and records management

PDP's training courses enable delegates to understand the legal requirements that apply to key areas of their daily working lives.

Organisations that send their staff on PDP's professional training courses benefit from the peace of mind in knowing that their staff will be fully up to date with the latest knowledge and developments.

- **Quality practical compliance courses**
all courses are accredited by the Law Society
- **Expert trainers**
all PDP Trainers meet excellence criteria in knowledge and training skills
- **Quality venues**
all public courses take place in 4 or 5 star hotel venues in central city locations, with lunch included for all delegates on 'short day' courses
- **Comprehensive course materials**
all delegates receive a binder of materials explaining the subject
- **Interaction**
delegates are encouraged to ask questions in the training sessions
- **Discounts**
organisations sending multiple delegates will receive discounts for the second and subsequent delegates
- **Fully up-to-date**
the content of each course is reviewed several times per year to ensure that PDP courses are the most up-to-date available
- **In-house training**
all courses can be provided to you at your own premises - see page 27
- **Certificate of attendance**
delegates are issued with a certificate of attendance on request

Five easy ways to book PDP Training courses	Telephone:	+44 (0) 845 226 5723
	Fax:	+44 (0) 870 137 7871
	Email:	bookings@pdptraining.com
	Post:	PDP Training 16 Old Town London SW4 0JY United Kingdom
	Web:	www.pdptraining.com

The VAT rate shown in this catalogue is correct at the time of publication.
For all bookings made after 1st January 2011, VAT will be charged at 20%.

All bookings are subject to the terms which can be accessed at www.pdptraining.com/terms

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Data Protection Essential Knowledge Level 1

5 hours
CPD

London, Manchester, Bristol, Belfast, Edinburgh and Glasgow

This course is an introductory level course for all those that are new to data protection, or those that require a refresher on the fundamental concepts. It is designed for people who work with, or will work with, data protection issues on a regular basis.

This invaluable and practical training session examines core concepts of practical data protection compliance, including:

- how data protection law applies to your organisation
- what can and cannot be done with staff information and customer information
- the requirements on organisations to keep data secure, and how to meet those requirements
- the rights of individuals, such as customers and staff, in respect of data held by your organisation
- the legal requirements for gathering information for marketing, including the use of opt-out and opt-in clauses
- the requirements for using CCTV cameras
- an introduction to handling requests for information by individuals
- the special rules that apply to using 'sensitive personal data' (e.g. medical information, criminal convictions, ethnicity data)
- the restrictions on sending personal data abroad
- the legal requirements for outsourcing personal data processing operations, e.g. payroll, call-centres, private investigators and confidential waste management companies
- identifying which areas of your organisation need attention and remedial action
- the role of the Information Commissioner

“ The tutor had fantastic delivery – clarity, simplicity, patience and authority. Cannot ask for more! ”

Jigna Patel
British Safety Council

“ The instructor’s knowledge was second to none and I would absolutely recommend this course. ”

Rik Ferguson
Trend Micro

“ The tutor’s abilities in dealing with questions were excellent. ”

Antonia Daniel
The Pensions Regulator

“ Relevant and practical. Good course notes to take away will help with the implementation of our DP policy. An excellent course. ”

David Higginson
ING Direct

<p>The Trainer: Peter Carey, Charles Russell See the Trainer’s biography on page 28</p>	<p>£445 plus VAT* 15% discount for second delegate 20% discount for third and subsequent delegates</p>																						
<p>Who should attend: Compliance Officers, Human Resources Managers, Office Managers, Company Secretaries, IT Managers, Business Analysts, Records Managers, Archivists, Information Managers, Legal Advisors, Trainee Data Protection Officers, Database Managers, and others.</p> <p>*The fee for both the Level 1 and Level 2 courses booked together is £795 plus VAT.</p> <p><i>This course can be used as credit towards gaining the Practitioner Certificate of Data Protection – see page 26.</i></p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <table border="0"> <tr><td>London</td><td>Monday, 17th January 2011</td></tr> <tr><td>Glasgow</td><td>Monday, 28th February 2011</td></tr> <tr><td>London</td><td>Tuesday, 12th April 2011</td></tr> <tr><td>Manchester</td><td>Monday, 18th April 2011</td></tr> <tr><td>Belfast</td><td>Thursday, 5th May 2011</td></tr> <tr><td>London</td><td>Monday, 16th May 2011</td></tr> <tr><td>London</td><td>Tuesday, 28th June 2011</td></tr> <tr><td>London</td><td>Tuesday, 6th September 2011</td></tr> <tr><td>Edinburgh</td><td>Monday, 12th September 2011</td></tr> <tr><td>London</td><td>Wednesday, 2nd November 2011</td></tr> <tr><td>London</td><td>Tuesday, 10th January 2012</td></tr> </table>	London	Monday, 17th January 2011	Glasgow	Monday, 28th February 2011	London	Tuesday, 12th April 2011	Manchester	Monday, 18th April 2011	Belfast	Thursday, 5th May 2011	London	Monday, 16th May 2011	London	Tuesday, 28th June 2011	London	Tuesday, 6th September 2011	Edinburgh	Monday, 12th September 2011	London	Wednesday, 2nd November 2011	London	Tuesday, 10th January 2012
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Edinburgh	Monday, 12th September 2011																						
London	Wednesday, 2nd November 2011																						
London	Tuesday, 10th January 2012																						

Data Protection Essential Knowledge Level 2

5 hours
CPD

London, Manchester, Bristol, Belfast, Edinburgh and Glasgow

This practical training session is designed for those that work in the field of data protection. The Level 1 and Level 2 courses taken together constitute a complete training package on the fundamentals of data protection. This session provides a thorough grounding in the following important aspects of data protection practice:

- data retention - the restrictions on keeping data, and how to establish a retention schedule
- transferring data to third parties - the legal requirements for transferring data between organisations
- the main exemptions in the DPA, including section 29 (crime and tax) and section 35 (disclosures required by law)
- criminal offences - an introduction to the main offences in the DPA, including potential penalties
- the power to fine - the Commissioner's new power to fine organisations
- the Commissioner's other powers - an analysis of the Commissioner's powers including practical tips on how to deal with the ICO on an investigation
- associated legislation - an introduction to Human Rights law and Freedom of Information law
- outsourcing - key issues when outsourcing (e.g. payroll, call centres, mailing houses and debt collectors), and the requirements for using sub-processors
- the E-Privacy Regulations - an introduction to the restrictions on calling, emailing and faxing people for marketing purposes, and the use of cookies on websites
- risk assessments - the basics of when and how to carry out a risk assessment
- data destruction - methods to ensure lawful and secure destruction

The Level 2 course is designed as a natural progression from the Level 1 session, although attending Level 1 is not a pre-requisite to attending Level 2 unless you are new to data protection.

“Very good course.”

Sharon French
Schering-Plough

“The course trainer was very good and made it as straight forward as possible. Would recommend this course to anyone involved in DP.”

Melissa Zajac
Cambridge University Press

“Good balance of topics.”

Kensaku Takase
Royal Mail

“Excellent course materials.”

Angela Cutler
Albion Water Ltd

The Trainer:
Stephanie Pritchett, Pritchett's
See the Trainer's biography on page 29

£445 plus VAT*
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Compliance Officers, Human Resources Managers, Office Managers, Company Secretaries, IT Managers, Business Analysts, Records Managers, Archivists, Information Managers, Legal Advisors, Data Protection Officers, Database Managers, and others.

*The fee for both the Level 1 and Level 2 courses booked together is £795 plus VAT.

This course can be used as credit towards gaining the Practitioner Certificate of Data Protection – see page 26.

Short Day – 10.00am to 4.00pm (lunch included)

London	Tuesday, 18th January 2011
Glasgow	Tuesday, 1st March 2011
London	Wednesday, 13th April 2011
Manchester	Tuesday, 19th April 2011
Belfast	Friday, 6th May 2011
London	Tuesday, 17th May 2011
London	Wednesday, 29th June 2011
London	Wednesday, 7th September 2011
Edinburgh	Tuesday, 13th September 2011
London	Thursday, 3rd November 2011
London	Wednesday, 11th January 2012

Data Security

5 hours
CPD

London, Manchester, Edinburgh and Glasgow

Data protection law requires that personal information be held and used securely. Recent headlines have shown that organisations are not doing enough to ensure the security of people’s personal information. It is not always obvious what measures should be taken by organisations to comply with the legal obligations.

This session examines the law as it relates to data security and the practical steps that organisations need to take to ensure compliance with their obligations. It concentrates on how to avoid a data security breach, as well as what can be done to mitigate the effects of a breach that does occur. The session considers the practical implications of the recommendations of various recent government and other reports on the security of data. Key aspects of this session include:

- analysis of the underlying law including a detailed review of the Seventh Data Protection Principle
- the Information Commissioner’s latest guidance
- data security implications of using external contractors and outsourced service providers
- examination of the Information Commissioner’s new power to issue Monetary Penalty Notices and other legal and commercial consequences of data security breaches
- managing a data security breach - law and best practice
- relevant information security standards, including ISO27001
- laptop encryption - when it is required
- informing individuals and notifying the Information Commissioner about data security breaches - what is required?
- confinement strategies to prevent further dissemination of lost or stolen data

“The tutor’s knowledge and ability to put across points was very good.”

Lynda McAree
South Eastern Health & Social Care Trust

“As someone who is new to the area I feel it was pitched at the right level and did not come across too technical.”

Sharon Pollock
Scottish Widows

“The tutor’s ability to take specific questions was most useful.”

Ashley Ross
RIAS

“The content was informative and practical.”

Heather Buchanan
Dunfermline Building Society

The Trainer in England and Northern Ireland:

Phil Tompkins, Dickinson Dees

See the Trainer’s biography on page 29

The Trainers in Scotland:

Christine O’Neill, Brodies

See the Trainer’s biography on page 29

Grant Campbell, Brodies

See the Trainer’s biography on page 28

Who should attend:

Data Protection Officers, IT Managers, Compliance Officers, Corporate Security Officers, Legal Advisers, persons responsible for risk management, and others.

This course can be used as credit towards gaining the Practitioner Certificate of Data Protection – see page 26.

£395 plus VAT

15% discount for second delegate

20% discount for third and subsequent delegates

Short Day – 10.00am to 4.00pm (lunch included)

London	Thursday, 20th January 2011
Manchester	Friday, 4th February 2011
Glasgow	Thursday 28th April 2011
Edinburgh	Thursday 12th May 2011
London	Wednesday, 18th May 2011
Edinburgh	Tuesday 1st November 2011
London	Monday, 7th November 2011
Manchester	Friday, 25th November 2011

Handling Subject Access Requests

5 hours
CPD

London, Manchester, Belfast and Glasgow

Dealing effectively with Subject Access Requests ('SARs') remains a management challenge for many organisations. Requests can come from customers, employees, complainants, and others. The quantities of information typically held on individuals are increasing to vast proportions, sometimes as an unintended consequence of technological advances.

In the UK, individuals' awareness of their information rights, as well as their expectations of access, has reached an unprecedented level. Responding to SARs remains an all-too-frequent drain on staff time and budgets.

This session examines the principal stages of managing the SAR process by reference to appropriate materials and using scenarios based on real cases. It covers:

- determining whether a valid request has been made under the Data Protection Act 1998
- liaising with the applicant to clarify the request
- analysing whether particular manual (paper) records fall within the law
- setting parameters for the search for information and collating the results
- establishing whether the retrieved information is personal data
- dealing with third party information
- applying the relevant exemptions
- presenting the response to the applicant
- managing dissatisfied recipients
- how to deal with an investigation
- staff awareness and training

Participants will work through the Information Commissioner's guidance and a number of practical scenarios, with expert guidance from one of the UK's leading experts on managing Subject Access Requests.

“ Particularly useful were the practical issues – applying the Act to real situations. ”

Elizabeth Hiley
General Medical Council

“ Very informative about the SAR process – most useful. ”

Neil Gorman
Barclays Bank

“ Excellent course. ”

Vicky Payne
London Borough of Havering

“ A highly interactive session – very useful in clarifying understanding. ”

Stephanie Allen
Littlewoods Home Shopping

The Trainer:
Nick Graham, Denton Wilde Sapte
See the Trainer's biography on page 28

£395 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Data Protection Officers, Information Officers, Privacy Officers, Compliance Officers, Information and Commercial lawyers (in-house and private practice), Office Managers, Human Resources Officers, Records Managers, and others.

Short Day – 10.00am to 4.00pm (lunch included)

London	Wednesday, 19th January 2011
Manchester	Wednesday, 23rd March 2011
London	Thursday, 19th May 2011
Glasgow	Tuesday, 7th June 2011
London	Monday, 12th September 2011
London	Friday, 4th November 2011
Belfast	Monday, 21st November 2011

This course can be used as credit towards gaining the Practitioner Certificate of Data Protection – see page 26.

Data Protection in the Workplace

5 hours
CPD

London, Manchester, Belfast, Edinburgh and Glasgow

For Human Resources departments, meeting the requirements of data protection law can be particularly challenging. Holding and handling staff information carries significant legal responsibilities and risks.

This invaluable one-day session is designed to meet the needs of Human Resources Managers and Officers. It will also be useful to Employment Lawyers and companies providing outsourced HR functions to other organisations.

Gabriella Wright, expert in both employment law and data protection law, brings her considerable skills to this unique session which uses case studies based on real scenarios to give delegates a practical understanding of the data protection compliance issues involved in employing and managing staff. The session lets delegates know the key areas of risk and includes practical advice on:

- ensuring that the recruitment and selection process meets the legal requirements, including the content of application forms, pre-employment vetting, criminal records, medical checks and the interview process
- retaining staff records, and appropriate periods of time for keeping information
- dealing with information requests from staff - what must be disclosed and what you can withhold
- disclosing staff information to outside third parties – the legal requirements that must be met before staff information can be sent outside the organisation
- references and the rights of ex-members of staff
- monitoring staff activities and communications, including using line managers, private detectives, CCTV cameras and website monitoring technologies
- handling sensitive information such as health and sickness records and medical data
- how to handle mergers, acquisitions and restructuring
- outsourcing functions to third party providers
- how to comply with the Employment Code
- how to handle staff complaints
- the role of the Information Commissioner and what to do if he investigates

“The issues around employment records and monitoring were particularly useful.”

Jenny Smythe
Scottish Executive

“Very interesting – good tips on good practice approach.”

Pam Mason
Whitehead Monckton

“The whole course was really useful!”

Helen Jerry
Deutsche Bank

“The course satisfied everything I needed to know.”

Anna Pearson
Paterson Institute for
Cancer Research

The Trainer:
Gabriella Wright
See the Trainer’s biography on page 29

£395 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Human Resources Officers and Administrators,
Personnel Officers, Data Protection Officers,
Compliance Officers, Employers’ Representatives,
and Employment Law Advisers, and others.

Short Day – 10.00am to 4.00pm (lunch included)

Manchester	Thursday, 19th May 2011
London	Friday, 20th May 2011
Glasgow	Thursday, 26th May 2011
Edinburgh	Thursday, 3rd November 2011
Manchester	Monday, 7th November 2011
London	Tuesday, 8th November 2011

This course can be used as credit towards gaining the Practitioner Certificate of Data Protection – see page 26.

International Data Transfers - Overcoming the Limitations

London, Manchester and Glasgow

5 hours
CPD

EU data protection law does not allow the transfer of personal information to countries outside the EEA that do not have an adequate level of data protection. This prohibition is entirely at odds with the way in which organisations operate in today's world, and presents a difficult legal challenge to global data processing and international outsourcing.

This session provides a practical hands-on approach to the different mechanisms available to overcome the legal limitations affecting international data transfers. Attend this session to identify the most appropriate solution to the challenges faced by your organisation and learn about the most cost-effective way to comply with the law.

This session will address all of the practical questions affecting international transfers of personal data such as:

- can I rely on consent to transfer employee data?
- how do I justify the use of model contracts to my service providers?
- what level of security is an offshore call centre required to adopt?
- which EU jurisdictions require regulators' approval prior to the transfer?
- can I use an intra-group agreement to enable global processing within my organisation?
- what materials do I need to submit when applying for Binding Corporate Rules approval?
- what is the right approach to adopt in my particular case?

Delegates will be able to find the best way to legitimise cross-border data processing.

“Excellent.”

Keri Barnjum
NATS

“Very well run and executed.”

Natalie Afshar
ebookers

“Excellent, thank you.”

Kimberley Smith
Maples and Calder

“The whole course brought my knowledge from zero to a reasonable level.”

Ken Wightman
IPRS Ltd

The Trainer:

Eduardo Ustaran, Field Fisher Waterhouse
See the Trainer's biography on page 29

£395 plus VAT

15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:

In-house lawyers, Data Protection Officers, Compliance Officers, International Development Directors and Managers, IT Directors and Managers, HR Directors and Managers, Outsourcing Service Providers, and others.

This course can be used as credit towards gaining the Practitioner Certificate of Data Protection – see page 26.

Short Day – 10.00am to 4.00pm (lunch included)

London	Friday, 21st January 2011
Manchester	Friday, 25th March 2011
London	Friday, 20th May 2011
Glasgow	Wednesday, 11th May 2011
London	Wednesday, 9th November 2011

Training Staff in Data Protection

5 hours
CPD

London, Manchester, Belfast, Edinburgh and Glasgow

Having responsibility for training staff on data protection issues can be a daunting prospect. Yet it is essential that all staff who handle personal information understand the fundamental principles and the practical requirements for complying with data protection rules. It is also important that staff members are able to identify breaches or potential breaches of data protection law, and to react appropriately.

Practical and non-technical, this training session gives an insight into suitable training methods and assessing knowledge levels amongst different categories of staff. It will also consider the key issues in planning for and preparing a staff training session, including:

- who should be trained, and what do they need to know?
- appropriate training tools for different groups of staff
- putting together slides, exercises, case studies, and taking examples from “real life”
- session length and timings
- getting the audience on-side and keeping them engaged
- assessment and follow-up

The session will look at how to train staff to:

- appreciate who and what is covered by data protection rules
- understand the organisation’s policy and aims on personal data use
- understand their individual responsibilities
- know and apply the 8 core Principles for personal data use
- understand the additional measures required for sensitive data use
- recognise when, and for what purposes, staff/customer data may be used
- identify appropriate steps to help keep personal information secure
- deal with external requests for information, and understand the safeguards to apply
- understand the rights of individuals and third parties
- recognise and deal with a subject access request
- know what to do in the event of a data protection breach

“Excellent!”

Ian Boyes
Calderdale Metropolitan Borough
Council

“Excellent course!”

Jacqueline Hamza-Tenpow
AQA

“Thanks – excellent.”

Theresa Bertorelli
IFDS

“Good clear practical guidance – well worth attending.”

Alison Bainbridge
Roehampton University

<p>The Trainer: Gabriella Wright See the Trainer’s biography on page 29</p>	<p>£395 plus VAT 15% discount for second delegate 20% discount for third and subsequent delegates</p>										
<p>Who should attend: Data Protection Officers, Information Officers, Privacy Officers, Compliance Officers, Information and Commercial lawyers (in-house and private practice), Office Managers, Human Resources Officers, Records Managers, and others.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <table border="0"> <tr> <td>Manchester</td> <td>Wednesday, 18th May 2011</td> </tr> <tr> <td>London</td> <td>Monday, 23rd May 2011</td> </tr> <tr> <td>Glasgow</td> <td>Wednesday, 25th May 2011</td> </tr> <tr> <td>Edinburgh</td> <td>Friday, 4th November 2011</td> </tr> <tr> <td>London</td> <td>Wednesday, 9th November 2011</td> </tr> </table>	Manchester	Wednesday, 18th May 2011	London	Monday, 23rd May 2011	Glasgow	Wednesday, 25th May 2011	Edinburgh	Friday, 4th November 2011	London	Wednesday, 9th November 2011
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Edinburgh	Friday, 4th November 2011										
London	Wednesday, 9th November 2011										

Creating Data Protection Policies

5 hours
CPD

London, Manchester and Edinburgh

Data protection policies have become essential tools to control personal information, whether it is information about employees or customers/citizens. Creating practical and effective policies can seem a daunting task.

Organisations need data protection policies for general data protection responsibilities, access control, website privacy issues, acceptable use and employee monitoring, use of social networks, rights of subject access, CCTV usage, portable devices and security of personal information.

This training course shows how organisations can use internal and externally facing policies to make information management more efficient and effective.

Using sample policy documents, this session covers:

- the ICO guidance on drafting policies
- using policies to educate employees and customers
- using policies to control the release of information
- using policies to keep information secure
- the 'organic' model: keeping policies up to date
- when and how to make policies enforceable
- relying on your policies in disputes
- restricting wider disclosure

Delegates will have an opportunity to bring their own policies and questions to the session for discussion. There will also be a chance to draft a policy from scratch, putting the learning into practice.

**NEW
TRAINING
COURSE**

<p>The Trainer: Hazel Grant, Bristows See the Trainer's biography on page 28</p>	<p>£395 plus VAT 15% discount for second delegate 20% discount for third and subsequent delegates</p>								
<p>Who should attend: Compliance Officers, Human Resources Managers, Office Managers, Company Secretaries, IT Managers, Business Analysts, Records Managers, Archivists, Information Managers, Legal Advisors, Trainee Data Protection Officers, Database Managers, and others.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <table border="0"> <tr> <td>Manchester</td> <td>Wednesday, 9th February 2011</td> </tr> <tr> <td>London</td> <td>Thursday, 7th April 2011</td> </tr> <tr> <td>Edinburgh</td> <td>Friday, 13th May 2011</td> </tr> <tr> <td>London</td> <td>Wednesday, 14th September 2011</td> </tr> </table>	Manchester	Wednesday, 9th February 2011	London	Thursday, 7th April 2011	Edinburgh	Friday, 13th May 2011	London	Wednesday, 14th September 2011
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London	Thursday, 7th April 2011								
Edinburgh	Friday, 13th May 2011								
London	Wednesday, 14th September 2011								

Direct Marketing - Legal Risks and How to Overcome Them

London

3 hours
CPD

All types of organisations aim to promote their products and services as widely as possible. However, the sending of marketing materials to individuals (direct marketing) is heavily regulated both in the UK and in the European Union. This presents serious risks that can affect a brand's value and consumer trust.

This training course provides a practical hands-on approach to the variety of different legal rules for direct marketing by post, fax, telephone, text message and email. Attend this session to gain the peace of mind that comes from knowing that your direct marketing campaigns will meet the necessary legal requirements.

The session addresses the practical questions that marketing departments face in devising lawful marketing campaigns. It will deal with such concerns as:

- is my marketing solicited or unsolicited?
- does it matter if I target corporate entities instead of individuals?
- do I qualify for the email opt-out exception?
- should I use opt-out, pre-ticked opt-in or opt-in boxes?
- how do I ensure that I comply with the Privacy & Electronic Communications Regulations 2003?
- what information must I include in my direct marketing materials?
- can I use my legacy database and/or marketing lists purchased from third parties?

Participants in this training course will understand how to conduct successful and lawful direct marketing campaigns.

“Excellent! Both practical and informative.”

Nicola Burns
Walt Disney

“Good course. I thought Eduardo was excellent!”

Carl Weston
Flint Bishop Solicitors

“Excellent interactive workshop all the way through.”

Nadia Banno,
BBC

“Eduardo was very knowledgeable and helpful.”

Claire Walker,
Air Partner Plc

<p>The Trainer: Eduardo Ustaran, Field Fisher Waterhouse See the Trainer's biography on page 29</p>	<p>£355 plus VAT 15% discount for second delegate 20% discount for third and subsequent delegates</p>
<p>Who should attend: Marketing Executives, Marketing Consultants, Brand Managers and Planners, Marketing Communications Officers, Marketing Account Directors, Advertising Directors and Managers, Compliance Officers, Data Protection Officers, Commercial Lawyers, Office Managers, and others.</p>	<p>Half Day – 9.30am to 1.00pm London Wednesday, 4th May 2011 London Wednesday, 23rd November 2011</p>

Data Sharing in the Public Sector

5 hours
CPD

London, Manchester and Glasgow

The government sees data sharing as an important tool to improve and personalise public services, fight crime, and tackle benefit fraud. Public bodies face regular dilemmas over whether to share data, to what extent, with whom, in what circumstances, and subject to what safeguards. This training course examines the key principles involved and answers the following questions:

- what are the benefits of data sharing, and how much should you share the personal data you hold?
- what are the challenges in terms of maintaining public trust, and respecting personal privacy?
- what powers exist to share data?
- what are the conditions under which data may be shared? What restrictions exist, and which exemptions may apply?
- what do you tell those whose data are shared, and how do you respond to subject access requests?
- how do you write your own code of practice, and what should it contain?
- what other arrangements need to be in place before you share data?

The session will also give delegates guidance on:

- the Framework Code of Practice on data sharing
- the Data Sharing Review, and policy developments
- new penalties for breach of the Data Protection Principles
- restricting wider disclosure

This session enables those attending to understand how to approach the sharing of data in the public sector. It includes discussion of a number of practical 'real life' examples and the issues involved.

“The course was very valuable and pertinent to the public sector!”

Jacqui Rogers
Royal Military Police

“Excellent course, knowledgeable tutor with excellent inter-personal skills, very engaging. I learnt a lot.”

Teresa Gudge
HEFCE

“An excellent course. Well presented.”

Daniel James
Barking & Dagenham DAAT

“Approachable and knowledgeable tutor. The case studies were very helpful.”

David Higginson
Compliance Advisor
ING Direct

The Trainer:

Damien Welfare, 2-3 Gray's Inn Square
See the Trainer's biography on page 29

£395 plus VAT

15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:

Data Protection Officers, Information Officers, Environmental Information Officers, Information Managers, Freedom of Information Officers, Records Management Officers, Information Lawyers, Environmental Lawyers, Legal Advisors, Consultants and advisors to private sector companies providing public services or exercising public functions, and others.

Short Day – 10.00am to 4.00pm (lunch included)

London	Tuesday, 5th April 2011
Manchester	Friday, 1st July 2011
Glasgow	Wednesday, 7th September 2011
London	Thursday, 15th December 2011

Data Protection - Being Prepared for Legal Actions

London, Manchester and Edinburgh

5 hours
CPD

**NEW
TRAINING
COURSE**

There are several criminal offences in the Data Protection Act 1998, including unlawful obtaining or disclosing of personal data and selling or offering to sell personal data. Officers or directors of organisations can have personal liability for these offences. In addition there are multiple ways that individuals can sue organisations for breaches of data protection obligations, including for inadequate disclosure on a subject access request and for compensation for loss relating to unlawful processing.

This course gives delegates a thorough grounding in both the criminal and civil actions that may arise, as well as practical guidance on how to avoid liability, and steps to take if an action is comes about. The content of the session includes:

- a brief recap of the main data protection obligations
- analysis of the powers of the Information Commissioner
- the rights of individuals to sue data controllers
- how to guard against, and prepare for, civil actions
- the criminal offences in data protection law, including unlawful use of personal data
- an analysis of both civil and criminal cases to date
- what evidence you should retain for possible or likely legal actions
- when individuals within the organisation, such as directors and officers, can be personally liable for the organisation's breaches
- how to handle employee theft of customer data
- an analysis of other relevant types of e-crime
- how to handle police investigations - practical steps
- the measures you should take now to prepare your organisation

This session covers all of the criminal offences and in the Data Protection Act, as well as the possible civil actions, in a practical context. Delegates will come away from the session understanding how their organisations might be held liable and hence how to avoid such liability. There will be plenty of opportunity for delegates to ask questions in the session.

The Trainer:
John Holtam
See the Trainer's biography on page 28

£395 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Compliance Officers, Human Resources Managers, Office Managers, Company Secretaries, Information Managers, Legal Advisors, Data Protection Officers, Database Managers and others.

Short Day – 10.00am to 4.00pm (lunch included)

London	Wednesday, 8th June 2011
Manchester	Wednesday, 20th July 2011
Edinburgh	Wednesday, 27th July 2011

Data Protection in Financial Services

5 hours
CPD

London

Banks, insurance companies, brokers and other financial institutions face data protection issues in the context of a unique set of business, risk-management and regulatory requirements. Regulatory, client confidentiality and data protection rules often seem to require different things.

This training course looks at the data protection issues facing financial institutions and the steps that can be taken to address them in the context of all applicable rules. It applies data protection requirements to the real-life circumstances of financial institutions and steers a course through the related regulatory, employment law and other issues, including:

- what should we say about data protection in our terms and conditions?
- can we disclose client information to a foreign regulator?
- can we back up our client/employee systems to New York/India/Poland?
- how do we deal with data protection issues when our regulators require us to process data - whistleblower hotlines, email monitoring, background checking, internal investigations, etc.?
- how do we justify collecting sensitive personal data when we clearly need to but where we are unable to get consent?
- what steps should we take if we lose a laptop full of client information?
- client information - what can we do with it and how can we achieve maximum flexibility?

All of these questions, and more, will be answered, within a systematic framework allowing delegates to apply the principles to a range of new issues and questions as they arise. Practical examples will be considered and delegates will be given guidance on actions they may need to taken when they are back in the office.

There will be ample opportunity to raise and discuss data protection issues arising in the course of your work.

“Excellent.”

Jeremy Ison
Deutsche Bank

“Very good – thank you.”

Anita Ebertsohn
Mitsubishi

“Time flew by – the first time I’ve been on a course where this has happened.”

Richard Owen
Fortis

“Really useful course.”

Karen Sexton
Avon Insurance

<p>The Trainer: Richard Jones, Clifford Chance See the Trainer’s biography on page 29</p>	<p>£445 plus VAT 15% discount for second delegate 20% discount for third and subsequent delegates</p>
<p>Who should attend: Data Protection Officers, Compliance Personnel, In-house Lawyers, Private Practice Lawyers, Information Managers, Records Management Officers, Information Lawyers, Legal Advisors, Consultants and Advisors to financial services organisations, and others.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included) London Monday, 4th April 2011 London Wednesday, 16th November 2011</p>

Data Protection in the Health Sector

5 hours
CPD

London

NHS organisations responsible for commissioning and delivering NHS services face particular challenges in the management, use and disclosure of patient data. The Information Commissioner has recently branded NHS organisations as “the worst offenders” for reported data protection breaches.

The challenges arise from a mixture of cultural, technical and organisational characteristics including the size of NHS organisations, poor governance arrangements within and between provider and commissioner organisations and across the wider public sector, as well as delays in implementing the technical solutions that can help safeguard privacy.

This Training course considers these issues from a practical perspective. Using case studies the session looks at how to ensure appropriate compliance in all major areas, including:

- an overview of how data protection and confidentiality laws interrelate and apply to patient data
- when consent is required to process patient information
- secondary uses of medical information including for research and administration
- data sharing with the independent sector, third sector and wider public sector
- technical security – particular issues relating to NHS IT
- sanctions and consequences for NHS organisations of breaching the Data Protection Act

<p>The Trainer: Anne Crofts, Beachcroft LLP See the Trainer’s biography on page 28</p>	<p>£395 plus VAT 15% discount for second delegate 20% discount for third and subsequent delegates</p>
<p>Who Should Attend: Caldicott Guardians and those responsible for information governance within NHS organisations, IT Directors and Managers, Care Records Managers, Data Protection Officers, and others.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included) No dates available at this time.</p>

Data Protection Compliance for Charities

5 hours
CPD

London

Charities have many and significant data protection compliance challenges. They will be concerned to ensure that their staff, donor, client and marketing information are processed in accordance with the requirements of data protection law.

This indispensable and unique one-day training course covers all data protection compliance issues involved in the administration of charities, including:

- practical advice on the obtaining, use and storage of donor and supporters' data
- complying with requests for personal information from contacts, beneficiaries, donors, supporters, staff and volunteers
- ensuring compliance for fundraising, data sharing, trading and other activities
- the necessary formalities for the use of agents and contractors (e.g. brokers, payroll providers, website hosts) to process customer, beneficiary, staff and volunteer data
- the necessary content of all beneficiary and donor details acquisition forms, both online and offline
- practical advice on how to comply with the security obligations in the legislation
- an analysis of the ban on transfers of personal data outside the EEA and of the practical methods for circumnavigating the ban
- complying with the requirements for using sensitive personal data (e.g. religious information or health data)
- ensuring compliance with the Privacy & Electronic Communications Regulations 2003 in marketing campaigns, particularly in the field of seeking donor contributions by email, fax and telephone
- the use of donor and beneficiary data obtained from third parties and list swaps

Delegates will learn about the practical application of data protection rules in the context of running a charity. There will be plenty of opportunity for questions in the session.

“Excellent.”

Gail Briedis
Cancer Research UK

“Very good, informative and recommendable.”

Hannah Cooper
Butterfly Conservation

“Outstanding – a skilful walkthrough of this complex area. I feel equipped to take this subject to my organisation with confidence. Highly recommended.”

Pete Meiners
Friends of the Earth

“Really helpful and interesting, lots of examples to demonstrate the points.”

Catherine Egan
NHS Confederation

The Trainer:
Peter Carey, Charles Russell
See the Trainer's biography on page 28

£395 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Charity Compliance Officers, Finance Directors, Human Resources Officers, Data Protection Officers, Marketing Executives, Database Managers, Fundraising Managers, Records Managers, Charity Lawyers, and others.

Short Day – 10.00am to 4.00pm (lunch included)
London Thursday, 8th September 2011

FOI Practical Training - Level 1 (Essential Knowledge)

London and Manchester

5 hours
CPD

We are experiencing a fundamental change in the relationship between UK government and its citizens. Information officers are central to this change and need to be fully aware of the Freedom of Information Act 2000 and to understand the impact that the Government's Transparency Programme will have on access to public information.

This FOI Training course is designed to help those who will be on the receiving end of requests for information and those who advise and assist them. Topics include:

- an overview of the Freedom of Information Act, its structure and core provisions
- inter-relationship with the Data Protection Act 1998 and the Environmental Information Regulations 2004
- publication schemes, publishing in accordance with the Model Publication Scheme 2009 and the impact of the Government's Transparency Programme
- how to handle requests, including who holds information, timescales for responding and applying the Appropriate Limit
- refusing vexatious, repeated and similar requests
- issuing refusal notices
- an overview of the key exemptions and the public interest test
- how to handle complaints and the appeals process
- enforcement and the Information Commissioner's approach

The morning will consist of instruction on the legal provisions with reference to the S45 and S46 Codes of Practice, guidance and key Information Commissioner and Information Tribunal decisions. The afternoon will feature case studies and further instruction.

There will be plenty of opportunity for discussion and delegates are encouraged to bring queries and questions to the session, which will be fully interactive.

A discount is available for delegates booking both FOI Level 1 and FOI Level 2 – see below.

“Excellent.”

Antonia Russell
Partnerships for
Schools

“Very practical approach.”

Donna Birthwright
Office of Fair Trading

“Very well presented. Jackie is so knowledgeable.”

Lesley Roe
Luton Borough Council

“Well-lead and very practical.”

Victoria Morgan
Waltham Forest PCT

The Trainer:

Jackie Gray, Dickinson Dees

See the Trainer's biography on page 28

£395 plus VAT*

15% discount for second delegate

20% discount for third and subsequent delegates

Who should attend:

Freedom of Information Officers, Records Management Officers, Archivists, Data Protection Officers, Information Security Managers, Compliance Officers, Public and Private Sector Lawyers, Public Authorities, Legal Representatives, and others.

Short Day – 10.00am to 4.00pm (lunch included)

London Wednesday, 19th January 2011

Manchester Wednesday, 18th May 2011

London Tuesday, 13th September 2011

London Tuesday, 15th November 2011

*The fee for both FOI Level 1 and FOI Level 2 booked together is £695 plus VAT (£816.62)

FOI Practical Training - Level 2 (Applying the Exemptions)

London and Manchester

5 hours
CPD

In 2010, we experienced a fundamental change in UK government and a shift towards greater public sector transparency. Public sector bodies need to make daily decisions on how to respond to requests for information under the Freedom of Information Act 2000 and how to apply the exemptions in the Act. Those decisions are increasingly reviewed and, in some cases, overturned by the Information Commissioner, the Information Tribunal and the Courts. Six years on, there is now a body of case law developing on what the exemptions mean and how they should be applied.

Statistics produced by the Ministry of Justice show that exemptions relating to policy information, personal information, investigations and proceedings, law enforcement, confidentiality and commercially sensitive information are amongst the most frequently used exemptions.

This course is designed to help all those involved in responding to and advising on FOI requests. Topics covered include:

- a detailed analysis of the key exemptions including confidentiality, commercially sensitive information, personal data, formulation of government policy, effective conduct of public affairs, investigations and law enforcement, and legal privilege
- how to apply the key exemptions and the duty to 'confirm or deny'
- confidentiality, procurement and contracts including latest guidance, ICO and IT Decisions and the impact of the Government's Transparency Programme on contracts and financial information
- drafting Refusal Notices
- dealing with the Commissioner, including making effective submissions
- appeals to the Information Tribunal

The day will consist of instruction on the legal provisions with reference to latest guidance and the key ICO and Tribunal decisions. There will be plenty of opportunity for discussion and delegates are encouraged to bring queries and questions to the session, which will be fully interactive.

It is not necessary to attend Level 1 in order to attend Level 2, but Level 2 delegates are expected to already have the basic knowledge of how FOI works in practice.

“Excellent course!”

Sue Connell
UKAEA

“Excellent materials and knowledge of tutor.”

Colette Gill
Merseyside Waste Disposal
Authority

“Excellent tutor – very knowledgeable, and pitched at the right level.”

Theresa Pollard
University of Nottingham

“Very useful.”

Lance Holden
HM Courts Service

The Trainer:

Jackie Gray, Dickinson Dees

See the Trainer's biography on page 28

£395 plus VAT*

15% discount for second delegate

20% discount for third and subsequent delegates

Who should attend:

Freedom of Information Officers, Records Management Officers, Archivists, Data Protection Officers, Information Security Managers, Compliance Officers, Public and Private Sector Lawyers, Public Authorities, Legal Representatives, and others.

Short Day – 10.00am to 4.00pm (lunch included)

London Thursday, 20th January 2011

Manchester Thursday, 19th May 2011

London Wednesday, 14th September 2011

London Wednesday, 16th November 2011

*The fee for both FOI Level 1 and FOI Level 2 booked together is £695 plus VAT (£816.62)

FOI and Data Protection - How They Work Together (England, Wales and Northern Ireland)

London, Manchester and Leeds

5 hours
CPD

The competing demands of freedom of information and data protection legislation in the UK present challenges for all public bodies involved in collecting, holding and disclosing personal information. Understanding the interface between the Freedom of Information Act 2000 (and the Environmental Information Regulations 2004 (EIR)) and the Data Protection Act 1998 is essential for all those who have FOI and data protection compliance roles in relation to public sector employees, clients and customers.

This session explains the key principles underlying the differences between these important laws, including when personal data should and should not be released in response to subject access requests and FOI/EIR requests. It includes:

- determining what is personal data: the latest guidance from the Information Commissioner and Article 29 Working Party on the concept of personal data
- knowing whether a request should be dealt with under the DPA or the FOIA (or EIR); the interpretation and practical application of section 40, FOIA
- the legal principles governing access to third party personal data
- applying the Data Protection Principles and the relevant exemptions
- disclosing staff information to outside third parties
- analysing the practical implications of key decisions of the Information Commissioner and Tribunal: e.g. *Corporate Officer of House of Commons v IC and Norman Baker MP* (interests of data subject no longer paramount where a public official) and *Corby, Calderdale, City of York and George Eliot Hospital NHS Trust* (disclosure of salary details or departure packages of senior staff)
- disclosing third party data of professionals in the fields of health, education and social work

This session enables delegates to understand how to manage requests for information, and to achieve best practice within their organisation. The day will be a mixture of presentation and practical exercises. There will be plenty of opportunity for questions.

“Excellent.”

Mark Truelove
DVLA

“The case studies and examples were most useful.”

Denise White
Eastbourne Borough Council

“Excellent level of knowledge of speaker – very clearly explained.”

Athena Pavlou
Financial Ombudsman Service

“Fascinating and thought provoking – very good.”

Jim Milner
DVLA

The Trainer:
Damien Welfare, 2-3 Gray's Inn Square
See the Trainer's biography on page 29

£395 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Information Officers, Environmental Information Officers, Information Managers, Freedom of Information Officers, Data Protection Officers, Information Lawyers, Environmental Lawyers, Legal Advisors, Consultants and advisors to private sector companies providing public services or exercising public functions, and others.

Short Day – 10.00am to 4.00pm (lunch included)

London	Friday, 21st January 2011
Manchester	Thursday, 3rd March 2011
London	Friday, 20th May 2011
Leeds	Tuesday, 4th October 2011
London	Tuesday, 8th November 2011

This course can be used as credit towards gaining the Practitioner Certificate of Data Protection – see page 26.

FOI and Data Protection - How They Work Together (Scotland)

Edinburgh and Glasgow

5 hours
CPD

The competing demands of freedom of information and data protection legislation present challenges for all public bodies involved in collecting, holding and disclosing personal information. Understanding the interface between the Freedom of Information Act 2000, the Freedom of Information (Scotland) Act 2002 and the Data Protection Act 1998 is essential for all those who have FOI and data protection compliance roles in relation to public sector employees, clients and customers.

“ This is my second training event with Christine O’Neill and I find her knowledge extremely helpful – thank you. ”

Diane Brough
NHS Dumfries & Galloway

This professional training course explains the key legal principles which govern when personal data should and should not be released in response to subject access requests and FOI requests. The session also examines recent decisions of the Scottish and UK Information Commissioners concerning the release of personal data and offers practical advice on managing these increasingly frequent requests. It includes:

“ The relaxed style of delivery was excellent. ”

Susan Peart
SSSC

- the definition of Personal Data - the impact of the House of Lords decision in *CSA v Scottish Information Commissioner* and other recent developments
- knowing whether a request should be dealt with under the DPA or FOIA
- the legal principles governing access to third party personal data
- applying the Data Protection Principles
- applying relevant exemptions
- disclosing staff information to outside third parties
- analysing key decisions of the Information Commissioner, the Scottish Information Commissioner and the Courts

“ I found this course very useful. ”

Ann Wilson
NHS Ayrshire & Arran

“ Good handling of the subjects between the two seminar leaders. ”

Ian Ballance
Central Scotland Assessors

This session enables delegates to understand how to manage requests for personal data and to achieve best practice within their organisation. The day will be a mixture of presentation and practical exercises.

<p>The Trainers: Christine O’Neill, Brodies See the Trainer’s biography on page 29 Grant Campbell, Brodies See the Trainer’s biography on page 28</p>	<p>£395 plus VAT 15% discount for second delegate 20% discount for third and subsequent delegates</p>						
<p>Who should attend: Information Managers, Freedom of Information Officers, Data Protection Officers, Information Officers, Environmental Information Officers, Information Lawyers, Environmental Lawyers, Legal Advisors, Consultants, and others.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <table border="0"> <tr> <td>Glasgow</td> <td>Tuesday 1st March 2011</td> </tr> <tr> <td>Edinburgh</td> <td>Tuesday 4th October 2011</td> </tr> <tr> <td>Glasgow</td> <td>Thursday 10th November 2011</td> </tr> </table> <p><i>This course can be used as credit towards gaining the Practitioner Certificate of Data Protection – see page 26.</i></p>	Glasgow	Tuesday 1st March 2011	Edinburgh	Tuesday 4th October 2011	Glasgow	Thursday 10th November 2011
Glasgow	Tuesday 1st March 2011						
Edinburgh	Tuesday 4th October 2011						
Glasgow	Thursday 10th November 2011						

FOI in Scotland

5 hours
CPD

Edinburgh and Glasgow

This training session is primarily aimed at those professionals within organisations that are required to administer requests under the Freedom of Information (Scotland) Act 2002, as well as those that are likely to be required in the future to comply or have opted to comply on a voluntary basis.

The session is particularly beneficial for individuals who deal with FOI issues on a day-to-day basis or at a management level, as the sessions focuses on the practical issues in compliance, and there will be plenty of opportunity to brainstorm issues and learn from the experiences of other organisations.

The session reviews and explains key decisions from the Scottish Information Commissioner, and where relevant, the UK Information Commissioner's Office.

Amongst the topics that are considered in this sessions are the following:

- an introduction to FOI law and practice
- an analysis of the key exemptions, and how to use the exemptions in practice
- the main challenges in implementing FOI and guidance on how to meet those challenges
- dealing with the private sector
- the latest relevant decisions of the Scottish Information Commissioner and the UK Information Commissioner, including the implications of the *VisitScotland* case

Delegates should leave the session feeling confident to handle FOI requests.

“Excellent course, very knowledgeable speaker.”

Hermione Hague
McGrigors LLP

“Very useful, excellent.”

Donald Maclean
Perth College

“Very useful training, presented in a way that was easy to understand. Excellent trainer.”

Stephanie Bungay
Cairngorms National Park Authority

“Enjoyed the course, well delivered.”

Narmeen Rehman
Scottish Ambulance Service

The Trainer:
Christine O'Neill, Brodies
See the Trainer's biography on page 29

£395 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Freedom of Information Officers, Data Protection Officers, Records Managers, Commercial Lawyers, Information Lawyers, Information Managers, and others.

Short Day – 10.00am to 4.00pm (lunch included)

Glasgow	Thursday, 10th February 2011
Edinburgh	Tuesday, 14th June 2011
Glasgow	Tuesday, 11th October 2011

Understanding the Environmental Information Regulations

London and Manchester

5 hours
CPD

The Environmental Information Regulations 2004 cover a wide range of information which has often been assumed to fall under the Freedom of Information Act.

The scope of EIR is not restricted just to 'green' subjects or information, but extends to land use, planning, transport, waste, energy, agriculture, housing development, public nuisance, and aspects of public health, food safety, buildings maintenance and cultural sites.

Public authorities and their advisors, and those contracting with the public sector or carrying out public functions, need to understand the scope of the Regulations in order to handle information requests correctly. This session explains the meaning and scope of the EIR. It examines in detail the boundary with FOI, based on decisions of the Information Commissioner and Information Tribunal and on guidance from DEFRA; including the potential role of a remoteness test in limiting the range of information covered. It analyses the 'exceptions' and how to approach the public interest test.

The course equips practitioners to recognise and handle practical issues arising under the Regulations with confidence, and to avoid the pitfalls of dealing with information requests under the wrong regime. Topics covered include:

- definition and scope of environmental information
- application in the public and private sectors
- differences between EIR and FOI
- EIR exceptions, and how they compare with FOI exemptions
- requests involving personal data
- decisions of the Information Commissioner and Tribunal, including *Markinson*, *Kirkcaldie* and *Lord Baker v DCLG*
- charging
- best practice: EIR requests and the duty to disseminate information

The session enables delegates to handle Environmental Information with confidence.

“Very well run course, very informative.”

Alan Haycock
Solihull Care Trust

“Very useful!”

Jenny Brook Smith
South Bucks District Council

“As an FOI practitioner this course was very enlightening and increased my knowledge of EIR. I would recommend this course to colleagues.”

Julia Okpa
Department for Transport

“Excellent.”

Frances Pond
UCE Birmingham

The Trainer:
Damien Welfare, 2-3 Gray's Inn Square
See the Trainer's biography on page 29

£395 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Information Officers, Environmental Information Officers, Information Managers, Freedom of Information Officers, Data Protection Officers, Information Lawyers, Environmental Lawyers, Legal Advisors, Consultants and Legal advisors to private sector companies providing public services or exercising public functions, and others.

Short Day – 10.00am to 4.00pm (lunch included)

London	Friday, 18th February 2011
Manchester	Thursday, 30th June 2011
London	Tuesday, 22nd November 2011

Records Management 1

5 hours
CPD

London, Manchester, Belfast, Edinburgh and Glasgow

Organisations face increasing pressure to manage their records according to statutory and business requirements. As the use of electronic records and the deployment of electronic document and records management systems continue to increase, the core skills of the person responsible for records management become ever more important to the organisation. In many cases, appropriate data protection and FOI compliance will depend upon a good records management system.

This invaluable training session, led by an internationally acclaimed records management expert, Philip Jones, examines core concepts of good records management practice.

Records Management 1 is an introductory level session that provides delegates with a thorough grounding in the fundamentals of records management, including:

- introduction - basic concepts
- records management tools
- records lifecycle approach
- designing a file plan
- records destruction
- legal framework/compliance
- management of electronic records and email

Delegates are encouraged to share their own experiences at the session. The day will be a mixture of presentation and practical exercises. There will be plenty of opportunity for questions.

A discount is available for delegates booking both Records Management 1 and Records Management 2 - see below.

“Very informative and gives new focus to records management tasks.”

Rachel Macleod
Shetland Islands Council

“I found the course very useful. Now to implement what I have learned at work.”

Rhona Scott
Perth & Kinross Council

“Very enjoyable.”

Mario Madden
Northern Ireland Policing Board

“Very helpful and thought provoking. Good to know that the problems I’m encountering are well-recognised. I’m not alone!”

Carol McDivitt
Crown Office & Procurator Fiscal Service

The Trainer:
Philip Jones
See the Trainer’s biography on page 28

£395 plus VAT*
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Records Managers, Archivists, Office Managers, Information Managers, Data Protection Officers, Records Management Officers, Compliance Officers, Freedom of Information Officers, Company Secretaries, Administrators, Database Managers, and others.

Short Day – 10.00am to 4.00pm (lunch included)

Manchester	Monday, 7th February 2011
London	Monday, 7th March 2011
Belfast	Monday, 6th June 2011
London	Monday, 25th July 2011
Edinburgh	Monday, 5th September 2011
Manchester	Monday, 3rd October 2011
London	Monday, 5th December 2011

*The fee for both Records Management 1 and Records Management 2 booked together is £695 plus VAT (£816.62)

Records Management 2

5 hours
CPD

London, Manchester, Belfast, Edinburgh and Glasgow

Organisations face increasing pressure to manage their records according to statutory and business requirements. As the use of electronic records and the deployment of electronic document and records management systems continue to increase, the core skills of the person responsible for records management become ever more important to the organisation.

This course will examine how to implement good records management practice.

Led by an internationally recognised expert in records management, Philip Jones, Records Management 2 is an intermediate level session will provide a grounding in the fundamentals of records management, including:

- introduction - initiating a records management project
- records audit
- process mapping
- building a business classification scheme
- measuring performance
- EDRMS
- sustaining a records management programme

Delegates are encouraged to share their own experiences at the session. The day will be a mixture of presentation and practical exercises. There will be plenty of opportunity for questions.

Delegates electing to attend only the Records Management 2 course should have a knowledge of basic records management principles including classification, metadata and retention, which are covered in the Records Management 1 training course (see page 24).

A discount is available for delegates booking both Records Management 1 and Records Management 2 - see below.

“Great handouts and useful folder to take away.”

Emma Carroll
Home Office

“All of it was extremely useful.”

Claire de la Perrelle
Jersey Airport

“Thanks, very helpful!”

Yvonne Pascal
Acuity Management Solutions

“Very knowledgeable tutor.”

Nick Mitchell
Allen & Overy

<p>The Trainer: Philip Jones See the Trainer’s biography on page 28</p>	<p>£395 plus VAT* 15% discount for second delegate 20% discount for third and subsequent delegates</p>														
<p>Who should attend: Records Managers, Archivists, Office Managers, Information Managers, Data Protection Officers, Records Management Officers, Compliance Officers, Freedom of Information Officers, Company Secretaries, Administrators, Database Managers, and others.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <table border="0"> <tr><td>Manchester</td><td>Tuesday, 8th February 2011</td></tr> <tr><td>London</td><td>Tuesday, 8th March 2011</td></tr> <tr><td>Belfast</td><td>Tuesday, 7th June 2011</td></tr> <tr><td>London</td><td>Tuesday, 26th July 2011</td></tr> <tr><td>Edinburgh</td><td>Tuesday, 6th September 2011</td></tr> <tr><td>Manchester</td><td>Tuesday, 4th October 2011</td></tr> <tr><td>London</td><td>Tuesday, 6th December 2011</td></tr> </table> <p>*The fee for both Records Management 1 and Records Management 2 booked together is £695 plus VAT (£816.62)</p>	Manchester	Tuesday, 8th February 2011	London	Tuesday, 8th March 2011	Belfast	Tuesday, 7th June 2011	London	Tuesday, 26th July 2011	Edinburgh	Tuesday, 6th September 2011	Manchester	Tuesday, 4th October 2011	London	Tuesday, 6th December 2011
Manchester	Tuesday, 8th February 2011														
London	Tuesday, 8th March 2011														
Belfast	Tuesday, 7th June 2011														
London	Tuesday, 26th July 2011														
Edinburgh	Tuesday, 6th September 2011														
Manchester	Tuesday, 4th October 2011														
London	Tuesday, 6th December 2011														

Practitioner Certificate in Data Protection

25 hours
CPD

Gain a recognised professional qualification in data protection!

The Practitioner Certificate in Data Protection is the practical qualification for those that work in the fields of data protection and privacy. Successful completion of the Practitioner Certificate in Data Protection Programme demonstrates to employers and others that the candidate possesses a solid knowledge of data protection law, as well as an understanding of the practical implications for organisations of the legal requirements.

The Programme

Individuals wishing to gain certification must complete the three elements of the Programme:

- 5 days face-to-face teaching
- study of course materials
- the Examination - held each June and December in London

The tuition section of the Programme requires candidates to attend four one-day Compulsory Courses and one one-day Elective Course (see boxes below).

Compulsory Courses candidates must attend all 4 courses*	Elective Courses candidates must choose 1 course
<ul style="list-style-type: none"> ■ Data Protection Essential Knowledge - Level 1 (p. 4) ■ Data Protection Essential Knowledge - Level 2 (p. 5) ■ Handling Subject Access Requests (p. 7) ■ Data Security (p. 6) 	<ul style="list-style-type: none"> ■ Data Protection in the Workplace (p. 8) ■ International Data Transfers (p. 9) ■ FOI and Data Protection - how they work together (p. 20 or 21)

Each course is held in several cities throughout the UK at various times of the year.

*An exemption from the requirement to attend Data Protection Essential Knowledge - Level 1 is available to candidates who already possess a sufficient level of knowledge of the basics of data protection. Candidates wishing to apply for the exemption must submit a letter signed by their current or previous employer stating that they have worked in the field of data protection for at least two years.

The Fee

£1,995 plus VAT (fully inclusive of tuition, materials and the Examination). A reduced fee of £1,745 plus VAT will apply for candidates that are exempt from attending Data Protection Essential Knowledge - Level 1.

Candidates who have already attended any of the Compulsory or Elective courses are not required to attend them again - a discount of £250 per course already attended will be applied to the Programme fee.

Applications for the Programme can be made using the form on page 31 or by contacting PDP at +44 (0)845 226 5723.

The syllabus for the Practitioner Certificate in Data Protection Programme has been designed in consultation with the Information Commissioner’s Office and the Programme is accredited by The Law Society

For more information please visit www.dataprotectionqualification.com

In-House Training Solutions

Effective training will improve the productivity of your employees, making your business compliant and competitive

PDP In-House Training provides tailored training solutions delivered at a location of your choice. Whether you need data protection training, FOI compliance training or records management skills training, we can develop a course to fit your needs.

All PDP's training courses shown on the pages of this catalogue can be provided for your staff at your own premises or at a location of your choice. Additionally, we can tailor or create a course to suit the exact needs of your organisation.

The advantages of in-house training

Choosing an in-house version of one of our training courses will be more economical where several members of your staff will be attending the session. You also benefit from having a PDP Trainer 'to yourselves' for the day, at your own premises – the Trainer can 'confidentially' answer questions relating to the specific compliance needs of your organisation.

Choosing an in-house training solution means that you are in control of the schedule – you choose the start time and duration of the session to suit your needs.

A further advantage of choosing an in-house training session is that your staff will not incur the travel costs associated with attending a 'public' session.

Quality training

The same Trainers who provide PDP's public courses also provide the in-house sessions, so you are assured of the same high quality course leaders who are not only experts in their field but also highly accomplished Trainers.

Contact details

For more information on PDP's in-house training options, and to obtain a quote, please contact James Black:

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Trainers' Biographies



Grant Campbell is a Partner at Brodies LLP, where he leads the firm's non-contentious information law practice, recognised by the Legal 500 for its "competitive edge". Grant is an expert in data protection law and advises a wide range of public and private sector clients on all aspects of data protection compliance at both micro and macro organisational level. He also has extensive experience of advising public authorities on the challenging interface between freedom of information and data protection legislation.

Grant speaks regularly on data protection and freedom of information and contributes expert commentaries to the broadcast media on the data protection implications of current affairs. He contributes to *Privacy & Data Protection* and *Freedom of Information* and has had articles and commentaries on information law published elsewhere, in particular in the technology industry press.

Peter Carey is a Solicitor and Consultant to London law firm, Charles Russell, Visiting Fellow at the London School of Economics, and is described by the British Computer Society as 'one of the UK's leading data protection experts.'



Peter has written the UK's leading book on data protection (*Data Protection - a practical guide to UK and EU law - 3rd Ed.* Oxford University Press). He advises on all aspects of data protection compliance, conducts data protection compliance reviews for organisations and leads training courses on data protection compliance.

Peter has gained a reputation for being a lively and motivating speaker. He regularly speaks at major data protection conferences and he is an acknowledged and accomplished professional speaker and trainer.



Anne Crofts is a Partner at Beachcroft LLP where she specialises in giving commercial advice to commissioners and providers of NHS services. Anne has a particular interest in health informatics and regularly advises at Board level on governance issues arising from the use and disclosure of patient data.

Anne also advises on research and development, particularly clinical trials and is an expert in data protection issues arising in

connection with health informatics.

She was a member of the working party established by the Nuffield Trust to examine the secondary use of patient data for medical research.

Nick Graham is a Partner in the TMT Group at Denton Wilde Sapte and is head of the firm's Information and Privacy Group. Nick specialises in data protection, freedom of information and privacy laws.



Nick has acted for many public sector bodies including government departments, agencies and other public bodies on internal compliance procedures and the management of data risk including data security. Nick also specialises in IT,

e-commerce and major technology transactions including PFI / PPP. He was formerly in-house Counsel with Royal & Sun Alliance Group. He is a Member of the Editorial Board of *Privacy & Data Protection*.



Hazel Grant is a Partner at Bristows, specialising in public procurements, complex information technology projects and information law. Hazel advises on data protection compliance, government data sharing projects, responses to FOI requests and handling appeals to decision notices. Hazel is an editor of the *Encyclopedia of Data Protection and Privacy*, and a contributing editor for the *Encyclopedia of Information Technology Law*. She has worked

with central government departments and other public bodies such as the DCA, DWP, Ofwat, Defra, VOSA and special health authorities. Hazel is a member of the Editorial Board of *Freedom of Information*.

Jackie Gray is a Director in the Public Services Team at Dickinson Dees. She has acted on a variety of PPP/PFI Projects and advised on a wide range of public sector commercial work, with particular expertise in BSF, IT and outsourcing. Jackie specialises in freedom of Information and data protection for Public Sector clients but advises on all aspects of information governance in the Public Sector.



Jackie has worked with public authorities on the implementation of FOI and advises on the application of exemptions in relation to specific requests, handling reviews and appeals and dealing with information requests and confidentiality issues in public procurements. She also advises on a wide range of data protection issues including data sharing arrangements, subject access requests, dealing with data security issues and advising on compliance programmes. She regularly provides client training on FOI and DPA and speaks at conferences and presents seminars on information law issues. Jackie has had a number of articles published and is an Editorial Board member of the *Freedom of Information*.



John Holtam is an Associate Professor at the College of Law and a Fellow of the Higher Education Academy. Formerly a prosecuting solicitor for the police, and prosecuting agent for the Crown Prosecution Service, John is a highly experienced advocate and trainer, specialising in civil and criminal litigation and criminal law, including e-crime and computer misuse. He is one of the contributors to a legal practitioners' work in loose leaf, *The Lawyer's Factbook* (Sweet and Maxwell) and is co-author of *Skills for Lawyers* (College of Law Publications).

Philip Jones has over 27 years information management experience in public and private sector organisations both as a practitioner and at a senior management level. His wide range of practical experience has involved working in the areas of information legislation, information security and the electronic document and records management.



Philip is a co-editor of ISO 15489 International

Records Management Standard. He is Chairman of the BSI Archives & Records Management Committee and is the author of a number of books on records and information management. He was appointed the first ever Visiting Professor of Records Management at the University of Northumbria in 2000. Amongst his other professional activities, Philip has served as Director and then Chairman of the Records Management Society.

Philip is currently President of the International Records Management Council. Philip was voted UK Records Manager of the Year 2000. He has been a PDP accredited trainer for several years and consistently receives a grading of "excellent" from delegates on his training sessions.



Richard Jones is the Director of Data Privacy at the global law firm Clifford Chance. He is based in London and coordinates the firm's global data privacy and management practice. Richard specialises in data protection and other similar projects which raise issues across multiple jurisdictions and/or legal or regulatory areas and has a particular focus on work in the financial services sector. Richard is co-author of the data protection chapter of

Sweet & Maxwell's *Encyclopaedia of Employment Law* and a regular contributor of articles to *Privacy & Data Protection*.

Christine O'Neill is a Partner at Brodies LLP. She has an established practice in public and administrative law. She has particular expertise in freedom of information, data protection and regulation of investigatory powers.

As a litigator, Christine has been involved in a number of court actions involving FOI in Scotland, and she advises several public authorities on a range of FOI matters. Christine is a regular and experienced contributor to conferences and training on FOI issues.



Stephanie Pritchett is a Solicitor and Principal of Pritchetts, a specialist data protection and privacy law firm. She advises a wide range of both private and public sector clients on all aspects of data protection, freedom of information and privacy law. This has included advising on data protection and data retention audits, implementing internal compliance programmes and policies, compliant transfer of data in and outside

the EEA, buying and selling of databases, marketing and website compliance, data security, use of CCTV and dealing with subject access requests as well as on the interaction between FOI and data protection legislation. Stephanie is an experienced speaker and trainer.

Phil Tompkins is a Director at Dickinson Dees LLP and his practice area includes information law and IT law. Phil advises various private and public sector clients on all aspects of information law including freedom of information, data protection, data security and compliance issues. He also specialises in technology law including IT outsourcing.

Phil has provided advice in relation to freedom of information requests, refusal



notices and data protection audits. He has also advised on complex data subject access requests and on the sale and use of commercial databases. He drafts data protection and information security policies. He frequently advises organisations in relation to data sharing and data protection aspects of using third party processors, including in relation to outsourcing deals.

Phil lectures on the LLM in information rights law and practice at Northumbria University. He is the co-editor of the *Information Sharing Handbook* published by the Law Society.



Eduardo Ustaran is a Partner in the Privacy and Information Law Group at Field Fisher Waterhouse in London. Eduardo advises international clients, including leading FTSE 100 companies, on the adoption of global data protection compliance strategies. Eduardo wrote the data exports chapter of the Law Society's *Data Protection Handbook* and is co-author of the book *E-Privacy and Online Data Protection*. He is a regular contributor of articles

to *Privacy & Data Protection*.

Damien Welfare is a Barrister at 2-3 Gray's Inn Square. He specialises in information law, including freedom of information, data protection, and the Environmental Information Regulations (of which he has made a special study), and local government law.

Damien appears in the Information Tribunal, advises on a wide range of EIR, FOI and data protection issues, and regularly addresses conferences and seminars on these topics.

Damien is a member of the Editorial Board of *Freedom of Information*, and contributes articles on FOI and EIR topics, as well as a regular update of ICO decisions.



Gabriella Wright is a data protection and employment law specialist. She has extensive experience of training staff on data protection compliance issues and of advising on all aspects of UK employment law and compliance with data protection requirements in the workplace. Whilst working in private practice she was recommended as a leader in employment law by Chambers Legal Directory. Gabriella is the author of a number

of articles on data protection law, and a regular contributor to *Privacy & Data Protection*. Gabriella spent 7 years with the leading Employment & Pensions team at law firm Charles Russell LLP, the last two years as a Partner. Gabriella left Charles Russell in 2005 to focus on legal training and writing.

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