



What is Personal or Sensitive Information?

Electronic or Paper records

Personal information includes names, addresses, signatures, financial details, photographs and so on.

Sensitive personal information includes information about health, racial or ethnic origin and criminal offences.

What Do We Have to Do?

- Don't leave information in the open in a shared office (clear desk policy)
- Always 'lock' your PC when you leave your desk [control+alt+delete – lock computer]
- Do not share personal information unless there is clear permission to do so
- Take extra care when e-mailing personal information
- Take care when sending and receiving faxes containing personal information
- Always mark correspondence as confidential if it contains personal information
- Only take personal information out of the office if it is absolutely necessary. Clear this with your line manager first
- If you use a council laptop do not save information to the C:drive permanently. Clear any files off the laptop when it is returned.
- Do not use memory sticks unless unavoidable – contact ICT for advice on encryption
- Dispose of personal and sensitive information using the confidential waste paper disposal contract. Do not recycle it. If you print off information outwith your office make sure you return it to your office and destroy using the confidential waste contract
- Do not put any personal information onto the council website such as telephone numbers, email addresses, signatures (including those of officers) and other sensitive personal information, unless written permission to do so has been clearly given.
- Do not take personal information home with you to work on using your own home PC.
- Be mindful of confidentiality when travelling or out of the office

Can Information be Shared?

No – you **cannot** share information about one person with a third party unless you receive the written permission of the person the information is about.

Yes – anyone can ask for information about themselves

What If I Make a Mistake or think there might have been an information breach?

Report any loss of information to iso@moray.gov.uk