IG Guidance – Data Protection when Working from Home

Does data protection still matter when I'm working from home?

Yes, very much so.

Data Protection laws apply wherever we work, and we must be all-the-more vigilant outside our normal working environment. We are still handling personal information about residents and staff and must respect the privacy of the data subject. Imagine how you'd feel if it was your personal information that someone was working on from their home.

How can I handle information safely when working from home?

Ask yourself the following questions and consider adapting the way you work.

- **Who can see my screen?**

  If you share your home with other people, even close family members, they should not have access to the personal data you are handling. Do not leave your screen unattended with any personal data showing, no matter how briefly you are away.

- **Am I working near a window?**

  You may need a good light source but think about what passers-by might see, including papers and notebooks. Use a privacy screen (a transparent filter placed over your screen) if possible.

- **Do I lock my screen when I get up to make a cup of tea?**

  Treat your home working environment the same as your workstation and don't leave your screen unattended. Perhaps set up a password-protected screensaver with a very short timeout period?

- **Do I have paper records (forms and documents) lying around at home?**

  Be tidy and secure! Don't leave paper records out. Ideally, lock them away, and at least store them somewhere secure and out of sight. In any case, it is best to avoid working from paper when at home.

- **What do I do with paper records (forms and documents) I no longer need?**

  Do not just put used papers in your recycling bin. Lock them away securely and dispose of them in the red confidential waste bins next time you are in the office. Most home shredders, especially the strip-cut kind, do not create pieces that are small enough.

All the above apply whether you are using your home PC/laptop or other personal device with Citrix, or a work-provided Windows 10 laptop or other work-provided device.

Can I send work files to my personal email address so that I can work on them using my home PC/laptop?

No, this is not permitted, even if using Egress.

If an email or file attachment contains personal data, sending it to a personal email address could result in a data breach. Personal data must remain within the council's secure network. You should be able to work from home over Citrix or on a work-provided Windows 10 laptop in the same way as when working in the office.

> **Tip:** *See guidance on The Source about installing the Citrix Workspace app on your home PC or laptop for a better, more desktop-like experience when working over Citrix.*

Can I download documents from Microsoft Teams, OneDrive or SharePoint so that I can work on them using my home PC/laptop?

No, unless you are 100% sure they contain no personal data, nor any confidential or sensitive information.

If a document contains personal data, downloading it to your home PC or laptop could result in a data breach. Personal data must remain within the council's secure network. You should be able to work from home over Citrix or on a work-provided Windows 10 laptop in the same way as when working in the office.

It is acceptable to download non-sensitive documents as long as you are 100% sure they contain no personal, sensitive (including commercially sensitive) or otherwise confidential information.

> **Note:** *if you are using a work-provided laptop (Windows 10) then, yes, it is OK to download documents to that device. The work-provided Windows 10 laptops are directly connected to the council's secure network and protected by encryption along with other security controls that prevent loss of the data.*

I would like a paper copy of a document. Can I print documents on my local printer?

No, this is not permitted even if you find it is possible.

In effect, you would be taking data outside the council's secure network. Paper documents are difficult to keep safe and there is a very real risk that documents printed at home could be seen by someone else.

If you believe you have a justifiable business need to do this under these exceptional circumstances, then please contact the IG Team for advice – dpo@southwark.gov.uk

Can I use my personal email account to communicate with colleagues at Southwark about work related matters?

No.

You should use your work email address, Yammer or Microsoft Teams. Personal email accounts should never be used for business communications. Emails from your personal email address might look like spam or phishing emails. Any personal data sent to your mailbox in a reply could result in a data breach and may be subject to searching under Information Rights laws e.g. FOI requests.

> **Tip:** *See [guidance](#) on The Source about installing Microsoft Teams and Yammer on your smartphone, home PC or personal laptop. The council has licensed everyone to use the tools, and you can safely log on with your Southwark email address and password.*

Do I still need to be on the lookout for phishing emails, spam and other email scams?

Yes, very much so – the scammers don't care!

New ways of working give the scammers new opportunities to trick you. Normal office procedures should still be followed, e.g. being suspicious about requests for email addresses and passwords. Be careful when clicking on links and downloading any documents – especially if zipped or requiring you to log on to a cloud storage service such as OneDrive.

> **Tip:** *Check both the displayed name and the email address of the sender are what you were expecting. For example, if it is the right name but from a Gmail account you don't recognise, then it is probably a scam.*

Report spam, scams and phishing emails to the IT Service Desk ([Hornbill](#)), as described [here](#) on The Source. If you are still concerned or would like further advice, then contact data.security@southwark.gov.uk

Common scams at the present time include:

- Someone claims to have taken control of your video camera and recorded your private activities.
- Messages claiming to be official communication of COVID-19 plans and policy from the council.
- Message claiming to be from the government asking for your details so that they can issue a payment as part of its promise to "tackle coronavirus"
- Someone threatening to "infect you with coronavirus" if you don't pay money (note: you can't be infected electronically by email ☺)

- Someone claims to have a test or a cure, or is trying to sell you facemasks that protect against the virus.

Can I copy data to a USB memory stick so that I can work on it from home?

No.

You should not do this, and you should not need to do it. It is very risky taking data off the council's secure network since it could easily be lost or forgotten, leading to a data breach. When working remotely over Citrix or a work-provided Windows 10 laptop you can access all the same drives as when working from the office. If not, raise a call with the IT Service Desk using Hornbill. You can also access Hornbill from your remote desktop or by using any Internet-connected browser at https://mydesktop.southwark.gov.uk/

If you do have a justifiable business need to copy data to a memory stick, then you should ensure it is protected e.g. using strong encryption. Some USB devices have this built in. At the very least you should consider password-protecting any documents. If you would like guidance on protecting the data, please contact data.security@southwark.gov.uk

One of my team is off sick and I need to access their mailbox or home drive for some urgent work-related messages or documents. Can I use their password?

No, this is never permitted!

There is a process for enabling access to another user's data. Following this process ensures everything is above board and your access is recorded. Fill out the online form here on The Source. This is the quickest route for gaining access.

If there is a problem you may contact data.security@southwark.gov.uk for advice.

I need to contact my manager/a team member/another colleague at the council but I'm unable to access the network at present. What can I do?

If you have Internet access, use Microsoft Teams, which is an instant messaging app. You can even make voice and video calls if your device allows it. You can also use Yammer, another messaging app. Both Teams and Yammer can be used online or can be installed on your home PC or laptop. Sign-in with your LBS user ID and password. However, please be mindful of data protection needs when using the apps on PCs and laptops outside the council's secure network.

All teams have a business continuity plan and your line manager will have relevant phone numbers for you so they can contact you if all your other communication options are unavailable.

If you are genuinely concerned or distressed about being cut off from work and colleagues, then you might want to discuss this with your line manager or look at the help and advice available on the Source and My Learning Source.

How do I report something that's gone wrong?

Don't wait! Report something as soon as it happens. It will minimise the impact and may prevent it happening to others. We operate a no-blame culture so don't be afraid to speak up!

- **Data breaches:** dpo@southwark.gov.uk
- **Security incidents:** the IT Service Desk (Hornbill). Please also inform data.security@southwark.gov.uk

For other IT-related questions and issues, you should contact the IT Service Desk via Hornbill

If you have any questions or concerns about this content, please email dpo@southwark.gov.uk