

**Get to know  
the information  
you hold**



**co  
op**

## What can I do to protect information?

- Be aware of the different types of personal information (e.g. contact details, bank details, photos etc.) and sensitive information (e.g. health details or religious views) that you hold in your role at Co-op
- Think about how you're using and sharing that information
- Check if it's still needed. If not, delete it from storage areas like shared drives
- Get to know our refreshed security policies and local procedures. These have been updated to be GDPR-compliant

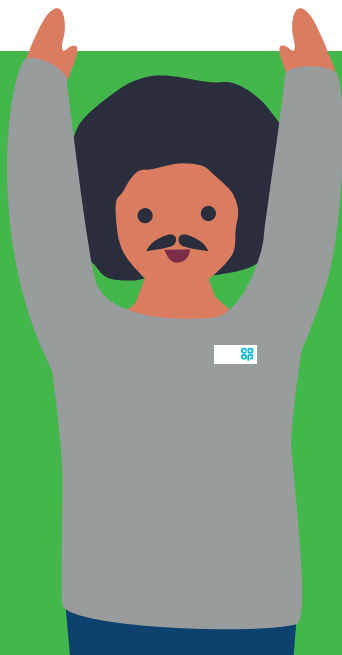
## Why now?

We're all accountable for how we handle information – and must be able to explain how and why we've done what we've done.  
It's the law.

**Protecting information – it's all about you.**

For more information, search 'GDPR' on the Intranet.

# Time for a spring clean?



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## How can I tidy up the information I use every day?

- Sort out your email inbox, folders and paper files
- Save any emails, including attachments, you need in a secure area on a shared drive
- Save them in an intuitive way e.g. date format first then document title (2018.03.12 – docname.doc)
- Remember to classify them too – at Co-op, we use the classifications PUBLIC, INTERNAL, CONFIDENTIAL or HIGHLY CONFIDENTIAL
- Delete any emails you no longer need. Remember, your inbox isn't a storage area!
- Use confidential waste bins to get rid of any paper files too

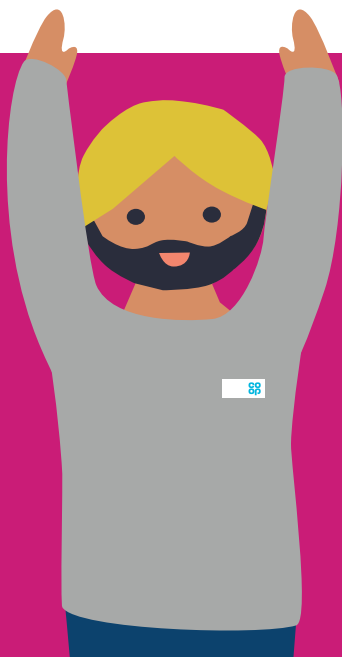
## Why now?

We need to securely dispose of information that's not needed. Think about the reason you have it and if you still need it for that purpose. By law, if we can't justify having it, we shouldn't hold it.

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# Dealing with requests



# What should I do if I get a subject access request?

- Everyone has the right to:
  - Get a copy of their personal information
  - Rectify anything that's inaccurate
  - Object to processing in certain circumstances e.g. marketing
  - Completely erase (in some circumstances) their personal information that we may hold
  - Transfer their personal information to another organisation
  - Challenge any automated decisions
  - Know about the collection and use of their personal information
  - Limit how their information is used
- Prepare to meet requests within a one-month timeframe. We can be fined if not!
- If you get a request, make sure it's forwarded on to the correct person in your team asap!  
Need help? Ask your Data Lead

## Why now?

By law, everyone can request to see the information we hold on them. It means we all have more control and visibility of how our information is being used by others.

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If things go  
wrong



# How can I prevent incidents happening – or resolve them if they do?

- Keep your eyes peeled for information left lying around (especially on printers). Keep it secure until reported
- Send information securely – using password protection for your attachments
- Double check who you are sending the information to
- Don't leave personal information unattended (remember to keep your screen locked when not at your desk)
- Report all incidents to the Information Incident Hotline (**0844 262 9990**)

## Why now?

It's our legal and moral responsibility to look at technological, physical, and organisational ways to keep information safe. Think about how you would feel if it was your information left lying around or shared inappropriately.

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# Working with our suppliers



## How can I make sure I'm working in the right way with third parties?

- Always follow the procurement process
- Only share the minimum amount of information needed with the third party
- Make sure supplier due diligence is complete
- Any use of personal information must be supported by a GDPR compliant contract

## Why now?

It's not just Co-op's information handling processes we need to be aware of. Think about the information you share with suppliers. We must make sure that information is adequate, relevant and limited to what is necessary.

**Protecting information – it's all about you.**

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