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# General Data Protection Regulation – tips for Regional Networks

Think Physio Act Local Development Day – 27 June 2018

These tips highlight some of the more important features of the new data protection regulation as they affect members handling personal data on behalf of the CSP. The tips aren’t exhaustive and don’t replace the need for appropriate data protection training.

### Maximise your email reach, but do it legally

The safest way you can email members is by using the CSP’s mailing system and the email addresses held on the CSP’s membership database. This is because:

* members have a central online place to keep their contact details up-to-date
* they’re more likely to keep them current, as we use these addresses to mail them regularly
* the list tells us whether members have given consent for us to mail them since GDPR became law
* we use a mailing system that is designed to be GDPR-compliant.

When you use the CSP mailing system to send regional emails, the system will automatically send your message to everyone in your region who’s given us permission to do so.

While some members will choose not to receive emails from us - and that’s their choice - it’s still the most effective single way of putting a message in front of a large number of members.

To make sure members receive your regional emails, encourage them to confirm their details at [www.csp.org.uk/emailconsent](http://www.csp.org.uk/emailconsent).

### Only collect the data you need

When organising events or activities where you need people to share their details, only ask them to provide the data you genuinely need. It’s not a valid reason to say “it might come in useful later”.

### When collecting data, be clear how it will be used

If you’re collecting someone’s details on a registration form for example, include a statement to explain how the data will be used. Make sure you then only use it for this purpose.

### Only keep data for as long as you need to

Once you’ve finished processing the data you’ve gathered, for the purpose you’ve stated, it’s time to delete it.

### Share data only where you have agreement to do so

When collecting data for an event run by an external organiser, you may need to share some of the delegate details with them to run the event. Make sure you let registrants know up front you’re going to do this in your data collection statement. When the event is over and the data has been processed, you’ll want the organiser to delete their copy of the members’ details.

### Take care when emailing groups

When emailing several people, unless you know they’re happy to share their addresses with each other, put the addresses into the ‘BCC’ (blind copy) box. If you put them into the ‘To’ or ‘CC’ (copy) box, all the recipients will see everyone else’s addresses.

### Who are you really mailing?

With modern email software quick to ‘help’ you by auto-completing addresses for you, it’s important to take a second to check you’re sending your message to the right person.

Likewise, check that you’re not sending a ‘reply all’ instead of a ‘reply’. Do you really want the whole group to read that message?

### Report any possible data breach promptly

Under GDPR we have up to 72 hours to let the Information Commissioner’s Office know about a breach, from the time we become aware of it. The sooner you can tell our information officer, the sooner we can report the issue. If in any doubt, please send details to dataprotection@csp.org.uk (without sharing the specific data!).

### Further information

The Information Commissioner’s Office is the main UK source of guidance on the GDPR – see [www.ico.org.uk](http://www.ico.org.uk).

For questions on working with member data in your CSP role, start with the CSP’s regional communications and engagement officers – cre@csp.org.uk.