



Multiple choice quiz for frontline staff

Version 4 – August 2026

This quiz will provide evidence that you have completed data security and protection training that meets requirement 3.2.1 of the [Data Security and Protection Toolkit](#).

Circle or tick the correct answers.

Name: _____ Date: _____ Score: _____

1: Understand the importance of data security and protection in care organisations and what you need to do to keep data safe

Question		Answer options
1a	We have a legal duty to respect the privacy of the people who use our care services	True False
1b	Sharing information with the right people can be just as important as not sharing it with the wrong person	True False
1c	Can someone you support ask to see and have a copy of the personal information that is held about them?	Yes No

Question	Answer options
1d	When you collect someone's personal details, should you tell them what will happen to that information and who it will be shared with? Yes No
1e	Which of the following are examples of personal data? Choose all correct answers The health conditions of the people you support The payroll details of your colleagues The name of the nearest opticians to where you work The name and contact details of the next of kin of the people you support The bank details of the people you support A list of the ages of all the people that you have cared for or supported over the last year, without names, addresses or dates of birth
1f	Under the Data Protection Act an individual member of staff cannot be held responsible for information that goes missing or is seen by the wrong people (This is called a data breach) True False

2: Be able to follow the laws and rules that keep personal information safe

Question	Answer options
2a When should information be recorded? Choose one	As soon as possible, whilst the event is still fresh in your mind Within a couple of weeks When there is time to do it
2b Who should be able to see people's care records, including confidential information about their care? Choose one	All the staff, we need to know what's going on Only the senior staff and managers, so that it's kept safe Only those staff and managers involved in their care should look at their records
2c If you have previously obtained someone's consent to see and use their information, you do not have to get their consent again if you wish to use it again for the same purpose	True False
2d How could you safely share confidential information with another person? Choose all correct answers	You take the person to a safe space where you can talk privately You put the information on social media You send the information by secure email for example NHSmail You password protect the information and then email it to the person
2e Which of these people would need to know about an individual's care and support needs? Choose all correct. answers	A care worker who provides care to the individual The individual's neighbour

Question		Answer options
		A social worker supporting the individual
		The individual's family and friends
2f	You are in the supermarket when you overhear two other members of staff talking about someone you provide support for. What should you do? Choose one	Join in. They may have information you need to know Go to your line manager and ask for them to be fired Speak to them and say that this behaviour breaches confidentiality
2g	Free online tools may store or reuse the information you put in	True False
2h	Which of these is a safe way to get rid of old paper records? Choose one	Shred them Put them in the recycling bin Burn them

3: Be aware of the risks to keeping data safe and know how to avoid them

Question		Answer options
3a	Which of these is a strong password and harder for a hacker to guess? Choose one	123456 qwerty Password1 monkeyspoonCh2air

Question		Answer options
3b	You have created a strong password for your email account, should you use the same strong password for the information system you use at work?	Yes No
3c	You receive an email which you are not expecting that says it is from CQC. The email asks you to save the attachment quickly for best results and then open it. What should you do? Choose one	Open the document before you save it just to be sure it is not a scam Save the document and then open it as CQC correspondence is very important Report it to your manager and delete it without opening the attachment
3d	Which of the following are ways you could protect your mobile phone from being used without your permission? Choose all correct answers	PIN Password Facetime Fingerprint WhatsApp Biometric facial recognition
3e	Which of the following are ways that you could protect paper records from being seen by people who shouldn't have access to them? Choose all correct answers	Lock them in a filing cabinet when not in use Keep confidential files with you rather than leaving them in a car if you are driving between visits/offices Have a clear desk policy so that no paperwork is left out for others to see when you finish work Make sure that all staff and visitors wear a security badge/identity badge

Question	Answer options
3f You have been sent a message from a colleague asking you to follow a link to a website where you can make money quickly. What should you do? Choose one	Reply to them and ask for more information Select the link to find out more Phone them or get in touch in another way to see if they sent the message

4: Recognise when data has been lost, shared, seen, or used without approval and know what to do if it happens

Question	Answer options
4a You see that another member of staff has forgotten to lock their computer. It is showing the care record of someone your organisation supports. This is not the first time. What should you do? Choose one	Use the computer to send some e-mails Nothing. They will only be a moment Lock the computer for them and tell your line manager
4b What should you do if you make a mistake in a care record? Choose one	Correct it as soon as you realise Ignore it, it doesn't matter
4c What are the main causes of data breaches in the UK? Choose one	Hackers, scammers or cyber criminals IT equipment or systems failures Human error
4d You work in a care home and accidentally take the care handover notes home with you at the end of a shift. Is this a data breach?	Yes No

Question	Answer options
4e Which of the following are data breaches? Choose all correct answers	Sending an email that contains confidential information to the wrong person Leaving your lunchtime shopping list out on the reception desk Losing the care notes of someone you support A laptop that has copies of people's care or support plans is stolen. It is not encrypted, or the data is not password protected Telling your friends or family members about the health or care needs of someone you support Changing the care notes for someone you support because you realise that you had turned up at the wrong time Receiving a phone call and not checking who you are talking to before telling them confidential information
4f Why is it important to report a data breach or data security incident as soon as possible? Choose one	To make sure you don't make the same mistake again To reduce the impact of any potential harm So that other users won't have to report the same incident