Data Protection & Cyber Security: Top Tips for Small Homecare Providers

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11th May 2023

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The technical issues

- This webinar is being recorded
- **This is for** care providers who have never published DSPT in the past
- Attendees are on mute and can't be seen
- Please use the Q&A function to ask questions.
- On a phone, tap the screen to see the controls – choose More and then Q&A
- Questions that we can't answer: we will come back to you. Add your email to Q&A
- This webinar will last no longer than one hour
- You will get access to the recording and the presentation (inc links)

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Agenda for today

- **Why data protection and cyber security and matters for homecare** – Michelle Corrigan, Better Security, Better Care Programme Director
- **Top tips for small homecare services to check and improve their data and cyber security arrangements** – Katie Thorn, Digital Social Care Project Lead
- **You don't have to do it alone! Accessing support and using the DSPT –** Tom Daly, Better Security, Better Care Regional Coordinator
- **1st Homecare's experience –** John Rennison, CEO

- Please use Q&A (not Chat) for your questions

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Poll

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Care providers:

- Are you a single or multi site organisation?
- Has your service completed the Data Security & Protection Toolkit (DSPT)?
- Are you planning to complete the DSPT by the 30 June deadline?

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Why Data Protection & Cyber Security Matters for Homecare

Michelle Corrigan - Programme Director Better Security, Better Care

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Why data and cyber security matters for all care services

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- Data safety is client safety
- Legal responsibility to protect data
- Increased data sharing: real benefits, but also new risks such as cyber attacks
- The present – never mind the future – is digital
- Indicator of good quality
- Regulatory requirement

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Why does this matter for homecare?

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- Increased data loss risk with nature of homecare
- Staff using their own devices
- Increased use of digital records - benefits homecare settings but needs to be managed safely
- Keeping printed information secure on the field
- Sharing information safely

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The future is about sharing information securely

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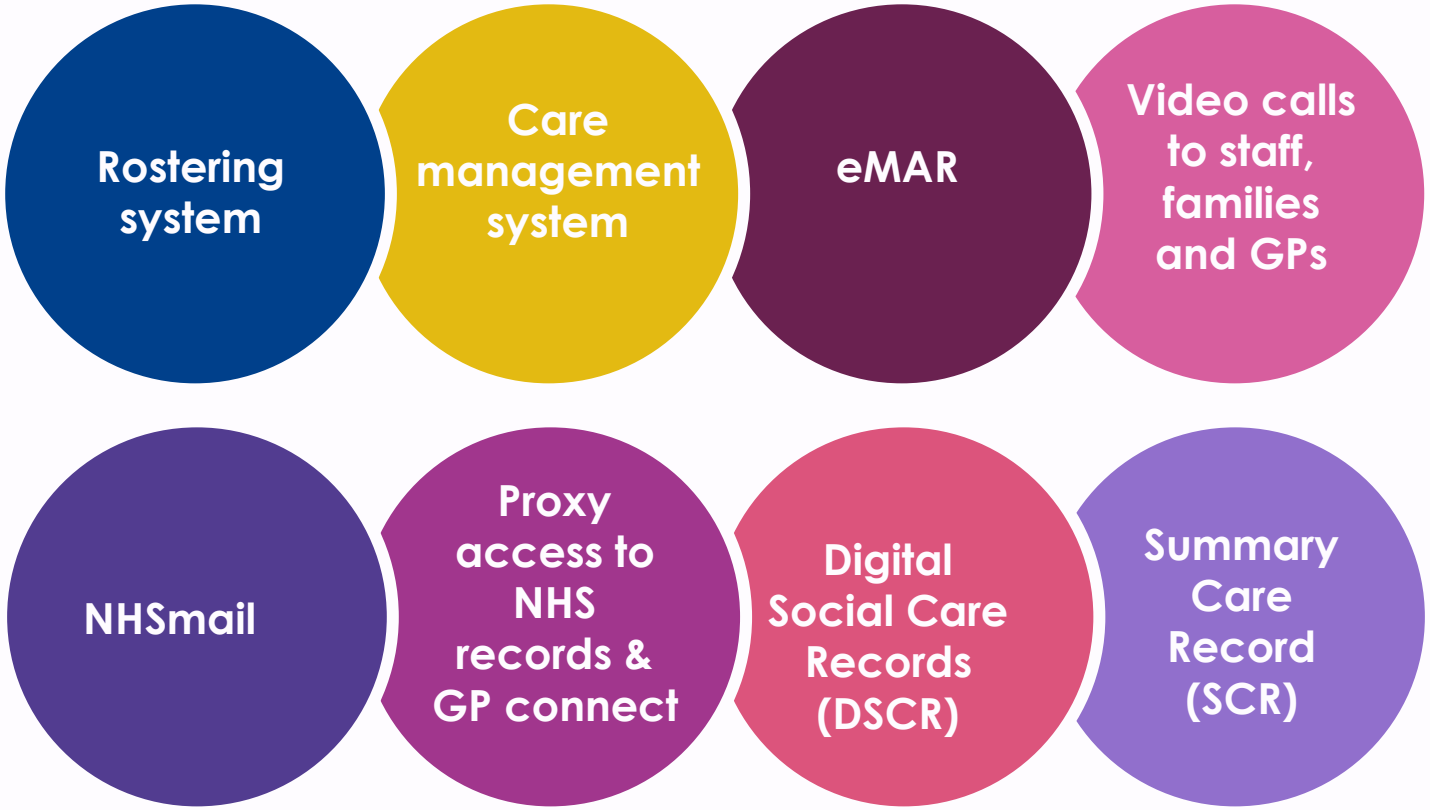

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Top tips

Katie Thorn – Digital Social Care
Project Lead

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Smartphones – BYOD or Provide?

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Bring your own device	Corporate Owned
Pros: ✓More cost effective ✓Staff already comfortable using the device	Pros: ✓Easier to ensure they are managed securely ✓Better oversight
Cons: ✘Need to enforce BYOD policy ✘Less oversight	Cons: ✘Cost ✘May require technical expertise

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BYOD – The law and what you need to know

- The legal responsibility for protecting personal information is with the data controller, not the device owner.

- the Data Protection Act (DPA), states employees must take measures against unauthorised or unlawful processing of personal data

- the Employment Practices Code, which states that employees are entitled to a degree of privacy in the work environment

- https://ico.org.uk/media/for-organisations/documents/1563/ico_bring_your_own_device_byod_guidance.pdf

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BYOD – what to do

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- Consider what information your staff might share
- Social media
- Apps automatically saving photos
- https://www.ncsc.gov.uk/guidance/byod-executive-summary

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BYOD – what to do

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- Which devices and operating systems?
- What are the potential impacts on your organisation?
- Who is responsible for ensuring compliance with licensing requirements?
- How to ensure security management and application control software is installed.
- Managing staff changes- e.g what happens when staff leave?
- Security incident management plans – users must be able to report the loss of devices and you need a plan for if this happens.
- Will work-related data be segregated from the owner's private data?
- What are the training requirements for staff?

https://www.digitalsocialcare.co.uk/resource/smart-phone-policy-template-byod/

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BYOD – what to do

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- Mobile Device Management (MDM) can help you remotely secure, manage and support personally owned devices.

BUT

- It is important to balance technical controls with usability

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BYOD – what to do

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- Staff may use a personal device differently to a corporate device
- Staff buy-in reduces workarounds and unsafe practice

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Things to consider if providing staff with phones

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- Does the software you want to use work on all operating systems?
- Will there be one user per device or multiple?
- Who is responsible for auditing devices?
- Who is responsible for managing users and updating devices?
- Do you allow staff to use the device for personal use?

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Text messaging – is it safe?

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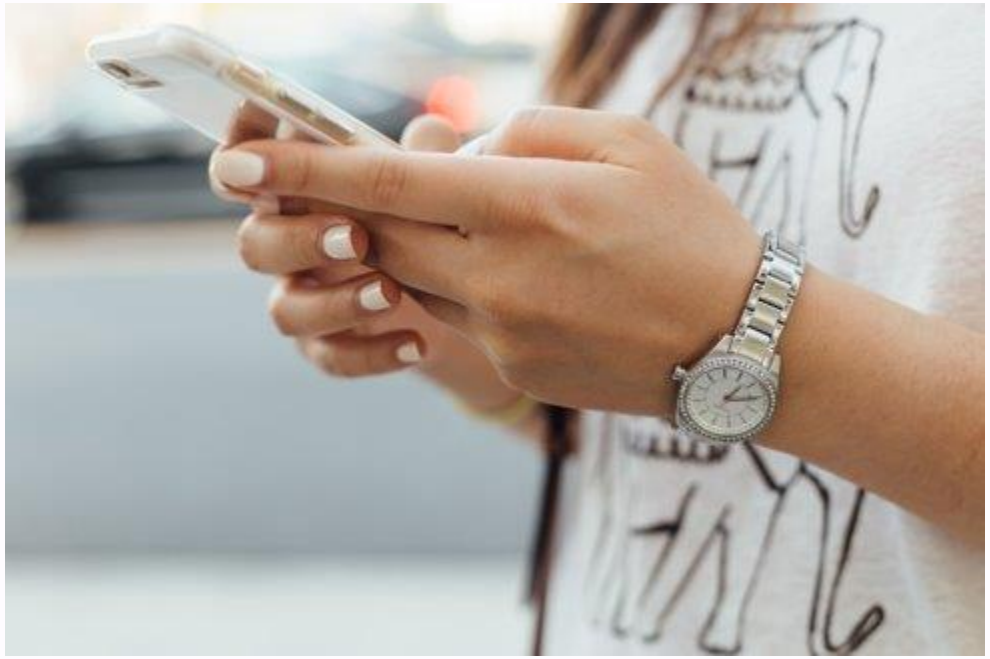
There are several vulnerabilities to consider when using SMS to communicate sensitive information with staff

- Who can see that message?
- What happens when someone leaves?
- SIM swaps
- Malware



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Text messaging – secure alternatives

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- **Encryption** – does the app have End to End Encryption (E2EE)
- **End-user verification** – can the app verify that the people using the app are indeed who they say they are?
- **Passcode protection** – can a secondary PIN be used to protect the app, and can it be time-out enabled?
- **Remote-wipe** – can the messages be removed if the device is lost, stolen or redeployed to another staff member?
- **Message retention** – does the app allow automatic deletion of messages after a set period of time?

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Strong passwords

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- Passwords should be easy to remember and difficult to guess.
- Use strong, separate passwords for important accounts.
- National guidance recommends using three random words to create a strong password.
- For important accounts – use two factor authentication. This means adding a second layer security measure i.e. entering a code sent to your device, answering a security question.

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Have a business continuity plan that includes data and cyber security

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A business continuity plan that includes data and cyber security will help you to manage risks such as:

- If you lost data records
- If you were hacked
- If phone operating systems were down
- If your supplier's system failed

Digital Social Care has a template plan you can download and adapt for your service.

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Staff training

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Don’t underestimate human error.

Cyber awareness training will educate staff on important issues such as how to spot a cyber attack.

Free cyber awareness training and e-materials available through the National Cyber Security Centre (NCSC).

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Managers' Discussion Tool & Quiz for Staff

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Data Protection Discussion Tool
Cyber Security Training Resources for Staff

Better Security, Better Care
Managers' discussion tool

Version 2 – July 2022

This discussion tool is designed to help you have discussions with your frontline staff to check their knowledge and provide evidence of their competence in data security and protection to meet requirement 3.2.1 of the Data Security and Protection Toolkit.

The tool is broken down into four colour coded sections covering the four learning outcomes for frontline social care staff:

1. Understand the importance of data security and protection in the care system and your personal responsibility to handle data safely
2. Be able to apply relevant data security and protection legislation and principles
3. Be aware of physical and digital threats to data security and know how to avoid them, including:
   i. being alert to social engineering
   ii. safe use of digital devices
   iii. safe keeping of physical records
4. Be able to identify data breaches and incidents and know what to do if one happens

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Multiple choice quiz for frontline staff

Version 2 – July 2022

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 the care system and your personal responsibility to handle personal data safely

Question		Answer options
1a	True or False: We have a legal duty to respect the privacy of the people who use our care services?	True False
1b	True or False: Sharing information with the right people can be just as important as not disclosing to the wrong person?	True False
1c	Can someone you support ask to see and have a copy of the personal data that is held about them?	Yes No
1d	When should information be recorded? Choose the correct answer.	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

Checking your data & cyber security arrangements and accessing support.

Tom Daly, Better Security, Better Care Regional Coordinator

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Data Security & Protection Toolkit Free Local Support Organisations assisting you with regional offers

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- There is free support offered to social care to assist you in building up operational resilience confirmed until 23/24.
- Best practice solutions available below including: policies and procedures to use in your organisation.
- 1 to 1 mentors to support you with data and cyber security in a language you understand.

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How will the toolkit help you with Data and Cyber Security arrangements?

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It will help you reassure people who use your services and their families, and your staff that you keep data safe, and share it appropriate and securely

It will help protect your business from the risk of being fined for a data breach and from the disruption of a cyber attack

It gives guidance so that you can practise good data security and be sure that personal information is handled and processed correctly

Data and cyber security arrangements, DSPT and insurance claims

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£ According to the Cyber Claims report 2022, the average cost of a claim for a small business owner was £115,000

Insurance companies are demanding that before an insurance policy is issued or renewed, the enterprise must show they have the tools in place to protect against ransomware.

DSPT and insurance claims

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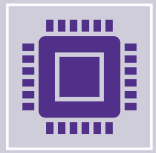

The DSPT is an excellent tool to show insurance companies that you are serious about data breach prevention (and cyber in general).

It can lower premiums and speed up pay-outs if the worse does happen as you have a to-hand report of “here’s how seriously we protect our systems and train our staff”.

You can allow the insurer a temporary “viewer” account or print-out and they have read-only access to your DSPT.

National Data Guardian Standards

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Personal confidential data	**Staff responsibilities**	**Training**	**Managing data access**	**Process reviews**
Responding to incidents	**Continuity planning**	**Unsupported systems**	**IT protection**	**Accountable suppliers**

- All DSPT sections are aligned with the National Data Guardian Standards
- Completing these sections demonstrates compliance with NDG and other data laws

Complexity of a modern small organisation

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- Emails
- Mobile devices
- Websites
- Social media
- Ecommerce systems
- Online banking
- BYOD and office policy
- Network management
- Backup and remote access

Small Organisations, Big Impact

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Why put your already limited resources into preparing for and protecting against cybersecurity attacks?

Vulnerability	Cost	Reputation
Attackers can see small organisations as easy targets	Attacks can be extremely costly and threaten the viability of an organisation	Users, the general public and employees expect and trust you to keep their information secure

Cybersecurity Threats

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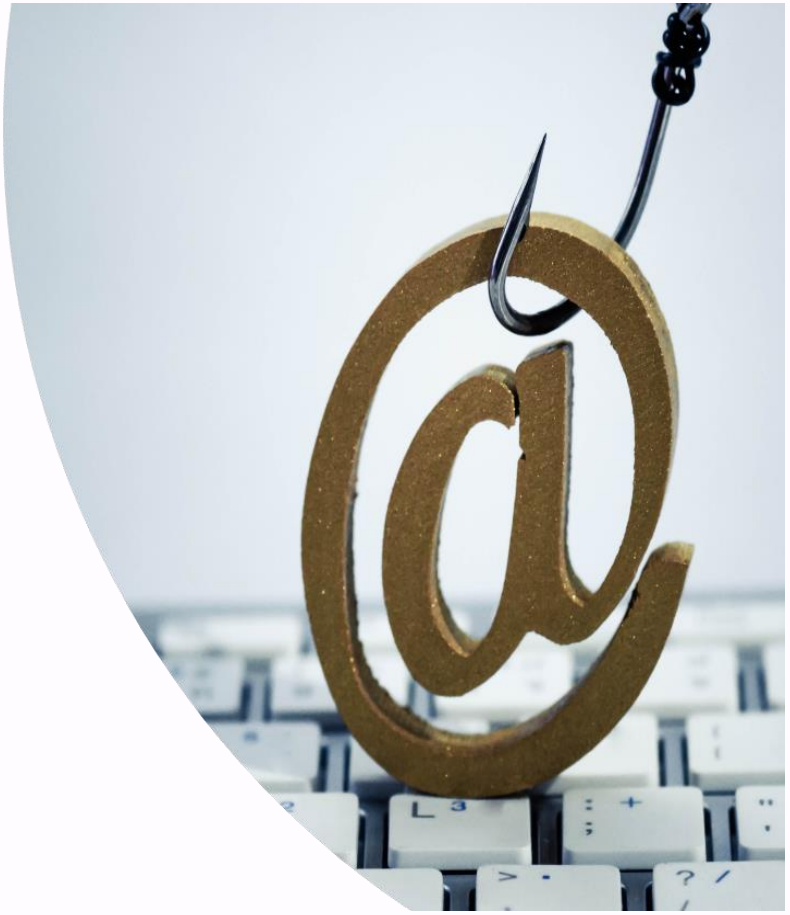
- Phishing Attacks
- Ransomware
- Hacking
- Social Engineering



Phishing Attacks

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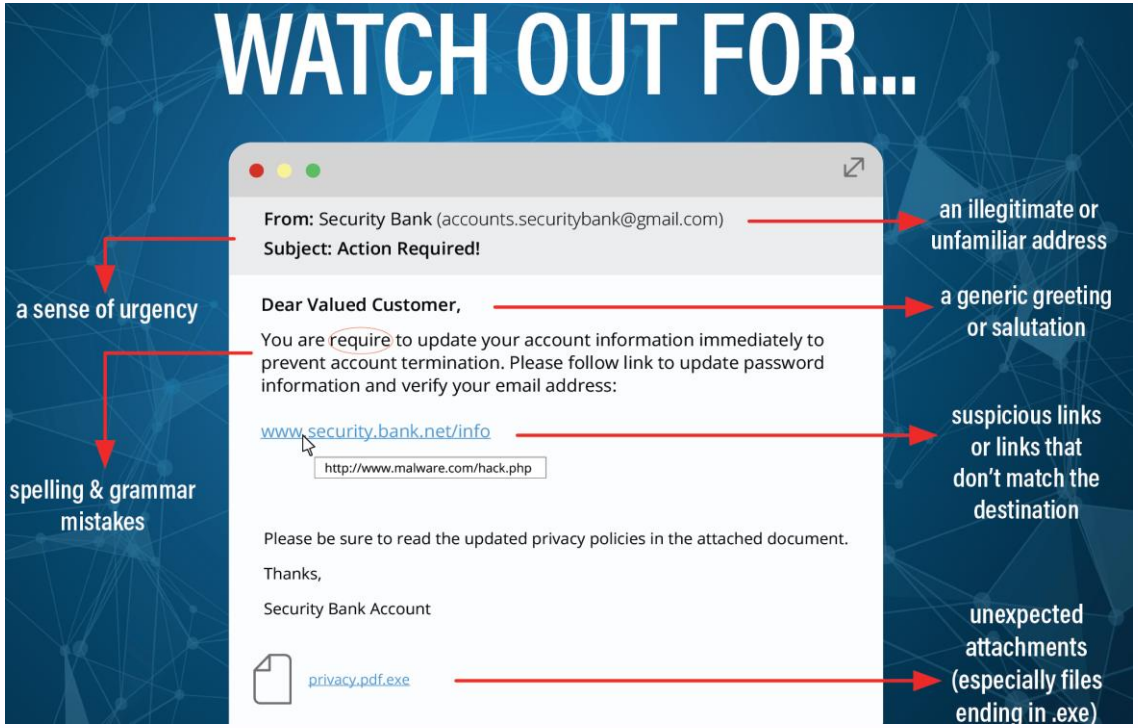
- Attack involving trickery, often confidence manipulation.
- Designed to gain access to systems or steal data.
- Targeted phishing is “spear phishing”.
- Variants include:
  - Vishing - attacks by telephone
  - Smishing - those using SMS or text
  - Whaling - targeting high profile people
  - Pharming - Fake website to trick into entering credentials to attacker



Ransomware

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- Type of software with malicious intent and a threat to harm your data
- The author or distributor requires a ransom to undo the damage
- No guarantee the ransom payment will work
- Ransom often needs to be paid in cryptocurrency

Example:

WannaCry was one of the most devastating ransomware attacks in history, affecting several hundred thousand machines and crippling banks, law enforcement agencies, and other infrastructure.

Hacking

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- Unauthorised access to systems and information
- Website attack such as DDoS (distributed denial-of-service)
- Access denied to authorised users
- Stolen funds or intellectual property

Example:

Shops point-of-sale system was hacked; malware installed. Every customer's credit card information was sent to criminals.

Social Engineering

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- Someone “official” calls or emails to report a crisis situation.
- They represent HMRC, a bank, the lottery or “Microsoft” technical support.
- There will be a sense of urgency and a dire penalty or loss if you don’t act now.

Example:

HMRC scams – You receive a phone call claiming to be HMRC, reporting you owe money and need to pay or else get hit with a fine.

Cyber – Risk Management

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To practice cybersecurity risk management, you can start with these steps:

1. Identify assets
2. Identify the value of assets (cost, fines and reputational)
3. Document the impact of loss or damage to the assets
4. Identify likelihood of loss or harm
5. Prioritise your mitigation activities accordingly

Cyber – Basic Risk Matrix

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Impact	Likelihood: Low	Likelihood: Medium	Likelihood: High
High	Medium	High	High
Medium	Low	Medium	High
Low	Low	Low	Medium

NEBRC – A good source for Cyber

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We have connected with the Cyber Resilience Centres who are offering free membership to providers.

For more information visit to find your regional resilience centre through the listings here: Cyber Resilience Centres (CRCs) (nbcc.police.uk)

Data Security & Protection Toolkit Free Local Support Organisations assisting you with regional offers

- There is free support offered to social care to assist you in building up operational resilience confirmed until 23/24
- Best practice solutions available below including: policies and procedures to use in your organisation.
- 1 to 1 mentoring support explaining how the self-assessment applies to your organisation.
- Bespoke workshops and webinars to assist you with delivery.
- Demonstration of the toolkit and what good looks like' with regards to evidencing your DSPT self
- -assessment

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1st Homecare's experience

John Rennison – CEO of 1st Homecare

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Any questions?

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