

Data Security and Protection eLearning for Staff: Update notice October 2026

Content updates

Module 1: Data protection rights and responsibilities

Section 1.1 My responsibilities

Section	Original content	Updated content
Accurate data	Scenario re Abdul and Charity, times written wrongly on a paper care plan.	Scenario revised to cover incorrect recording using a Digital Social Care Record.
Data availability		Definition of a cyber attack added.
The risk of cyber attack	"Cyber-crime costs businesses thousands of pounds and causes disruption. Two out of every five UK businesses reported having cyber-attacks in 2023."	"Just over four in ten UK businesses reported having cyber attacks in 2025"
Handling data safely	Image of two people at a table	Image showing Annie being overlooked keying in a PIN for an older person's home

Section 1.2 People's rights

Section	Original content	Updated content
What is personal data?		Definition of sensitive data added
Data protection law	Cards reveal: Tell me Correct it Show me	Text added to each reveal to make better link between the options shown and the cards above:

Section	Original content	Updated content
		Tell me: people must be told how their data will be used and managed Correct it: the person has the right to ask for inaccurate data to be corrected Show me: people can ask to see the personal data held about them
Tell me	Image of clipboard	Image of tablet Definition of a privacy notice added
Show me	6 boxes explaining right of access Last box contains links to ICO and NHS pages on SARs	6x boxes reordered to help make the meaning easier to grasp. Box 6: There is more information on SARs on the ICO's website and NHS England website. ICO link updated to https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/subject-access-requests/a-guide-to-subject-access/ NHS England link updated to https://www.england.nhs.uk/long-read/subject-access-requests-sar/

Module 2: Keeping data secure

Section 2.1 Sharing confidential data

Section	Original content	Updated content
Sharing information safely	Scenario - Abdul is sharing info about Edith - by phone/email/in person - advice given on each tab about each method	New tab re messaging within existing scenario Abdul is tempted to text or message Edith's daughter using his mobile phone. But using text or mobile messaging is not the right thing to do because Abdul needs to share personal and confidential information. New scenario added about using messaging groups: Abdul has set up a WhatsApp group for the team to organise socials outside of work. Someone in the group shares their opinion about an individual that the team supports. What should Abdul do? New scenario added about overhearing personal data: Annie and Prin chat in a café Annie is in a cafe near the office chatting with her colleague Prin about Rachel, a new person they both support. Rachel's daughter overhears the conversation. Link updated to: https://digital.nhs.uk/services/messaging-best-practice
Sharing information with other organisations		Explanation added about what BCC in an email means

Section 2.2 Recording and disposing of data

Section	Original content	Updated content
Good record keeping	Good record keeping is everyone's responsibility – 5 boxes of guidance	Additional box added to cover use of non-approved (including AI) systems: "Only use the systems, apps and tools that your organisation has approved for work. To find out check your organisation's policies or ask your manager."
Clear record keeping	Scenario – Arthur can't read the notes (paints a room the wrong colour)	Section removed
Using the right systems		New section focussed on AI. Scenario: Abdul uses an <u>AI tool</u> [Tooltip with definition] to write a care plan. The AI tool saves time. Abdul puts in all his notes and the care plan is automatically created. Abdul then copies the plan into the care home's digital care record. But should Abdul be using the AI tool? Guidance given Follow on scenario re a new AI feature: Abdul is using Tree Top's digital social care recording system. He sees a new feature "Click here for an AI summary of your notes". What should Abdul do? Stop and think – new section added

Section	Original content	Updated content
Disposing of old personal data		New section. New scenario Annie takes a photo Annie supports Paddy. She sees that Paddy has a rash and contacts his GP. The GP asks for a photo of the rash. Annie uses her mobile phone to take the photo and emails it to the GP. Question: Where are copies of the photo now stored? Follow on scenario. What should Annie do next? Annie is not responsible for the GP's copy of the photo, but she is responsible for the copies on her phone. Key lessons section. Based on the above scenarios and guidance.

Module 3: Threats to data security

Section 3.1 Fraud and scams

Section	Original content	Updated content
Fraud and scams	Scenario: Arthur smells a rat (Hi mum fake text message)	Scenario: Arthur smells a rat updated to a romance scam. Ends with Arthur's experience of a direct debit scam.
Scammers use tricks	Image of scam text re Coronavirus	Image representing scam messaging

Section	Original content	Updated content
		New scenario. Annie gets a phone call. It's been a busy week and Annie is tired. She gets a call from a number she doesn't recognise, but this isn't unusual. It might be a person's relative. (scammer impersonating IT company)
What can you do to protect yourself?	Browsing the internet – what to look out for	Browsing the internet – content updated
What should you do if you become a victim?	Information re Action Fraud	Action Fraud is now Report Fraud https://www.reportfraud.police.uk/ . Link and wording updated to reflect what they do.
Phishing scams	Scenario: Gloria is worried about phishing scams Signs of possible phishing scams to look out for	Scenario: Gloria is worried about phishing scams extended/updated to include: • Unexpected phone calls from the bank or a supplier • Unusual requests • Trying to rush her • Trying to make her trust them because the person seems important • Messages not addressed to her personally • Emails or links that are not what they seem Signs of possible phishing scams to look out for – extended/updated to include:

Section	Original content	Updated content
		• Messages not addressed to you personally "Emails that are not what they seem • Emails that are not what they seem • People pretending to be someone else • Trying to rush you • Links that may not be safe to click • Callers asking for your password • Moving money (with Gift card example) New scenario on quishing: Abdul donates to charity. Abdul sees a poster on the noticeboard asking people to give £1 to the local hospice. Abdul thinks about scanning the QR code, and donating £1. What should Abdul do next?

Section 3.2 Safe use of digital devices

Section	Original content	Updated content
Using digital devices for work	Scenario - Arthur and the BYOD policy. Arthur is assisted to set up automatic updates on his iPhone	Updated to Android as this has a bigger market share
Keep up to date	Advice on keeping devices up to date	New 3rd bullet point at top of page "Keep all your apps up to date. Including your digital social care record app if you have one."
How to keep passwords strong and secure	Two-factor authentication (2FA)	Updated to Two-step verification (2SV) and section now includes reference to multi-factor authentication (MFA) New section: Passkeys Contains link to NCSC for more information
Gloria is struggling to remember her passwords	Question: What do you think Gloria could do to help her remember her passwords?	Updated options/guidance: • Write them on a list and keep in a safe, private place • Write a list as a note on her mobile • Use her browser's password manager • Use a password manager recommended by her organisation • Use different variations of the same password

Section 3.3 Safe keeping of paper records

Section	Original content	Updated content
Paper is data	Image of person sitting reading a paper file	Image showing a service user's file open on the dining table, with family/friend arriving

Module 4: Data breaches

Section	Original content	Updated content
What is a data breach?	Learner to identify data breaches from 8 possible examples	Examples updated: • Instead of on a bus, 'Leaving a file out on the kitchen table in the home of someone you support' • Instead of leaving a computer screen, 'leaving your phone containing personal data unlocked when you are not there' • Using an AI tool not approved by your organisation to create a care plan • Talking to a relative about someone you support in a place where you can be overheard
Data confidentiality	Scenario - Arthur has second thoughts [about putting names and addresses for volunteer driver up in a shared space]. Question: Would it be a data breach if Arthur put the calendar on the kitchen wall?	Scenario changed to have Arthur keep names/numbers of people on his phone. He accidentally leaves his phone at the library. Question: Is this a data breach?

Section	Original content	Updated content
Availability of data	Scenario - Abdul needs to see a care plan Care plans are locked in the office where weekend staff can't access them. Is this a data breach?	Scenario updated. Abdul needs to see a care plan Abdul works in Tree Tops care home. The care home has digital social care records, stored on the office laptop. Abdul is working a shift over the weekend. He needs to look at the care plan of a resident. But the laptop is locked in the office where weekend staff can't get to it. Is this a data breach?
Recording data breaches	Scenario - Gloria sends invoices, one is sent to the wrong family. Question: What should Gloria do? Radio button x4 including 'all of the above'	Removed option 'all of the above' as this made the question too obvious

Assessment

- New questions added, to cover revised module content, and to increase the overall number of questions

Other updates

- Language adjusted throughout to make it more accessible
- 'That's not quite right' title in module question responses, where the learner would have chosen at least one correct option, reworded to 'That's partly correct'