Q1: how do you delete data

Each application is different. We cannot give a specification for each application that is not supported by IT.

Most of the cases might concern data exchanges via WhatsApp, as we are speaking about communication and not file sharing. Just deleting the conversation can be enough but the contact if saved will not be deleted. At this stage tdh does not have any recommendation on how to handle your contacts.

Please, note that in Skype for Business this process is automatized: you find all the conversations in Outlook, in the “Conversation History” folder. Deletion is very easy from there.

In Teams it is more complex. For the moment, an entire conversation cannot be deleted: only post by post deletion is available. As in Teams new functionalities are being implemented each month, this will soon be corrected.

With “Sign out” you have an option of “ephemeral exchange’s and you can activate this option, the message will be erased automatically after a given time.

When you do a recording of a conversation with “skype for business” or “Teams” it goes directly in Tdh private clouds, but for others we don’t know... For zoom for example it can be on the public cloud on a computer... depending on the version you paid for.

Also, in addition to the “ How to ” we can add something on the “ When to delete information”; For example in case you have a sensitive discussion with a child or a parent and when maybe not all the persons in the home know about this call and support (GBV, etc), you can have protocol asking for ask both persons (social worker and child for example) to delete conversation

Q2: would you recommend keeping records of data that are deleted from apps, for example copy-pasting into a Word doc that can be password protected?

Yes, it is much better than having no protection. Though, this can only be a transitional solution as you need to be careful also consider where that word document will be saved

Encrypting and using password to protect a document is good but make sure it is also safely stored.

Tdh is actually working in Tdh on recommendation for clarifying where and how to store sensitive data and on tools to managed this better ( A central console for Compliance and Security is already activated but still needs parametrization. This parametrisation will require retention policies, but not only (protection policies, confidentiality levels, ...).

We should promote the use of Tdh corporate tools to save our sensitive information.

When record keeping is related to Case Management services, the normal process by any caseworker should apply: storing all information in each case file with restricted access (locked cabinet in case of paper based, saved in encrypted CM folder and computer or saved in CPIMS+ if it’s the case of electronic information management)
Q3: When we propose a remote service, we are responsible to inform the beneficiary about the data management/protection, I believe. How do we make it to be clear and accessible to non-IT but also comprehensive? Our colleagues from the field do need any guidance on this?

The information is not related to the tools (not linked to IT).

A twostep approach can be good to recommend;

- Explain to the beneficiary the different aspects linked data protection and information which needs its consent (explaining all risks and benefits, for the person to be able in the following step, to take an informed decision and provide a real informed consent if he/she agrees)
- Give the person time to think and in another meeting, you can ask again, it is important in terms of GDPR (give time, no pressure to give a straight answer)

Everyone should have the possibility to say no.

The best way to support our staff with this, could be to find a “video” for non-professionals that explain this process of asking consent and giving basic information on Data protection. We are looking for something similar. This video (or game or …) would be accessible to anybody and propose a “good” level of simplification

Q4: does deleting data, also concern governmental people calls too.

Deleting data does not only depend on who our interlocutor is, but it will always depend on the nature and sensitivity of data together with a rapid risk analysis (what are the risks of having shared or received this data?)

It depends from the call and the apps used but also the content. If it is a sensitive call you receive, there is no need to delete the number. Conversations are per se normally not recorded.

If you make a call which concerning individual Sensitive data then you should make sure that if deciding to record the call (which should be quite rare), it is safely stored (see information above)

Q5: What documents/procedures cover on-line work (organizing, using, safety, etc) within TDH? Can we have a set of recommendations on the corporate (HQ) level? Ie We organize on-line trainings (mostly using Zoom) and we are wondering, shall there be a set of recommendations put together on a corporate level including on what is shared here. Do’s and dont’s, technical aspects, safety, security, safeguarding, … etc?

Tdh does not have today institutional guidance on remote work. However, we plan to develop “info sheets” based on this Webinar and PPT, which we will circulate to you mid may.

Also, the information given in this webinar and the external resources/guidances used to develop this presentation can be used as Reference documents which can guide our work.

Q6: In situations where say community volunteers are now being engaged due to access issues (cox) for CM services and not necessarily previously trained on soft skills that were discussed today; but some capacity building done remotely; what would be the key fundamentals to keep in mind.

The interagency Case Management training manual does include sessions on basic CP knowledge and soft skills related to communication and principles of action:

- Module A (Child protection foundations): theory and exercises
- Module C (Case Management Principles)
- Module D (communication and case management)
PFA remote training adapted to COVID 19 (it will provide the essential soft skills for any volunteer providing CM support to children and families in these times of crisis)

Q7: risk of beneficiary "fatigue". We should be very careful in not overwhelming people (which can cause additional strain and stress). Have other delegations observed this phenomenon? Tdh Jordan mentioned that they diversified their data collection. What does it mean in practice and what other measure did you take to prevent “fatigue” among beneficiaries? (e.g. coordination with other actors)?

Key principles in terms of Data collection; **Principle of proportionality, Data minimisation, Do no harm and Coordination**

Some key resources covering this topics:
- Tdh directive on Data protection
- Needs identification and situation Analysis in the time of Covid; Information need identification p21
- Monitoring & evaluation Requirement, on Data management cycle and ethics , page 13 et 15

Response from Jordan;

- The team reported that they are observing a certain fatigue by the beneficiaries. Indeed, beneficiaries are solicited by phone by multiple organizations that might want to assess their needs, test their awareness level on prevention and mitigation of risk, perform needs assessment on general coping strategies among others.
- The result of this over-questioning is the fact that some of our beneficiaries complain about the mismatch between the number of calls/inquiries/initiatives- including whatsapp and the actual support provided to families. Indeed, beneficiaries display to be fairly aware of best practices and measures to prevent the infection, while they are struggling to access to protective devises, cash assistance and hygiene products to concretely put this awareness into practice.
- Therefore, on one side Tdh Jordan addressed the issue by different ways, some of them given below as exemples:
  - Sharing a message in all whatsapp groups, clarifying that the presence in the group was voluntary, non-impacting on the possibility (or not) to receive assistance from tdh in the future and limited in the data protection scope of the mean.
  - Utilizing social media to raise awareness and engage on a game-based modality children and caregivers, to diversify the channels of communication and to propose a recreational way to be informed, less direct than a call.
  - Other than the phone needs assessment, the Q&A team supported the team in structuring i) a qualitative semi-structured report for case workers. Drawing from the understanding that each case worker calls the families on average once a week and that around 350 families are at the moment supported by Tdh via CM processes, the qualitative weekly report allowed to report on key information and developments of the COVID-19 triggered factors maximizing existing efforts, such as the weekly CM follow up. ii) weekly situation briefing, secondary data collected by the grant management officer on a weekly basis, iii) data tracking stemming from formal and informal KII/coordination meetings already performed by the staff. Information are collected into a database organized to monitor specific aspects of the situation (in particular for A2J).

If any further or other questions, please contact your CP focal point!