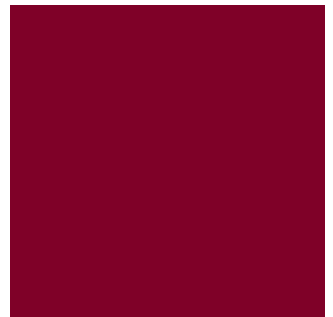
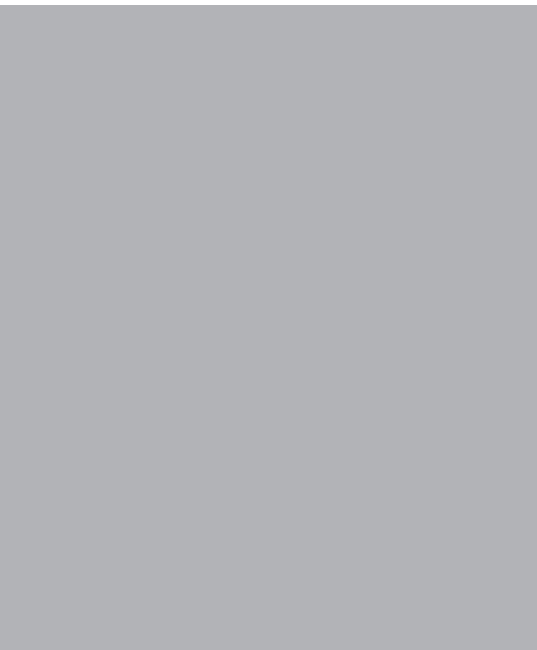


Training Course Catalogue 2013



Professional
Compliance
Training

Data Protection

Bribery

Data Security and PCI Compliance

Environmental Information

Freedom of Information

Records Management

About PDP Training

PDP Training is the UK's leading provider of professional compliance training courses

PDP's training courses enable delegates to understand the legal requirements that apply to key areas of their daily working lives.

Organisations that send their staff on PDP's professional training courses benefit from the peace of mind in knowing that their staff will be fully up to date with the latest knowledge and developments.

- **Quality practical compliance courses**
all courses are accredited by the Law Society and Bar Council
- **Expert trainers**
all PDP Trainers are leading experts in their field, and meet rigorous excellence criteria in communication and training skills
- **Quality venues**
all public courses take place in 4 or 5 star hotel venues in central city locations, with lunch included for all delegates on 'short day' courses
- **Comprehensive course materials**
all delegates receive a binder of materials explaining the subject
- **Interaction**
delegates are encouraged to ask questions in the training sessions
- **Discounts**
organisations sending multiple delegates will receive discounts for the second and subsequent delegates
- **Fully up-to-date**
the content of each course is reviewed several times per year to ensure that PDP courses are the most up-to-date available
- **In-house training**
all courses can be provided to you at your own premises - see page 32
- **Certificate of attendance**
delegates are issued with a certificate of attendance on request

Five easy ways to book PDP Training courses	Telephone:	+44 (0) 845 226 5723
	Fax:	+44 (0) 870 137 7871
	Email:	bookings@pdptraining.com
	Post:	PDP Training 16 Old Town London SW4 0JY United Kingdom
	Web:	www.pdptraining.com

All bookings are subject to the terms which can be accessed at www.pdptraining.com/terms

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Bribery Level 1: Essential Knowledge

5 hours
CPD

London and Manchester

Bribery and corruption, in all their facets, regularly make the headlines and are potentially significant issues for all organisations. Reputational damage, public procurement debarment, substantial fines and share price losses can, and often do, directly follow any issue related to bribery or corruption.

However, now that the UK Bribery Act is in force, the focus on these business-critical areas has become even greater, particularly given that the Bribery Act brings with it the prospect of ten-year prison sentences and unlimited fines.

This one-day training course is comprehensive and wide-ranging, and provides an excellent foundation in bribery and corruption, covering all critical areas including:

- what are bribery and corruption?
- how are bribery and corruption perpetrated?
- what the Bribery Act means for me, and for my organisation
- training, education and communication
- how the Bribery Act compares with other international bribery laws
- domestic and international risks of bribery
- the 'Six Principles' and what they mean
- what are adequate anti-bribery procedures?
- how to implement - and maintain - adequate procedures
- proving that procedures are adequate
- the Corporate Shield
- what happens when adequate procedures fail?
- what needs to be included in a Code of Conduct?
- how to manage third-parties
- getting top-level support, including the cost of compliance

Delegates will have the opportunity to work through a number of case studies drawn from the Ministry of Justice guidance, industry-specific scenarios and practical cases, supported by internationally-published short bribery and compliance Whitepapers produced by the Course Trainer. The course is highly interactive, with plenty of opportunity for questions.

The Level 1 and Level 2 courses taken together constitute a complete training package on the fundamentals of bribery law and compliance.

“The ability of the trainer to handle business-specific questions was excellent.”

Rachel Turner
Momentum

“Wide ranging and covered examples for all organisations and situations. Good pointers to go back with, and an assurance that my company has the correct procedures in place.”

Steph Hughes
Clearcast

The Trainer:
Keith Read, Compliance Expert
See the Trainer's biography on page 31

£ 445 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Compliance Officers, Compliance Managers, Lawyers,
Risk Managers, Corporate Security Officers, and others.

Short Day – 10.00am to 4.00pm (lunch included)

London	Thursday, 4 April 2013
Manchester	Tuesday, 1 October 2013
London	Tuesday, 19 November 2013

*The fee for both Anti-Bribery 1 and Anti-Bribery 2 booked together is £795 plus VAT

Bribery Level 2: Implementing the Culture Change

London and Manchester

5 hours
CPD

“It couldn’t happen in my organisation” is a popular refrain; but what anti-bribery controls do you and your organisation have in place - and how effective will they be now that the Bribery Act is in force and potentially opens up processes, and people, to hitherto unheard of levels of legal scrutiny? Central to an effective anti-bribery programme - one that meets both the spirit and letter of the Bribery Act and related legislation - is a strong anti-bribery culture. However, delivering that culture is often one of the most challenging areas, and the most difficult to measure. This one-day training course will enable practitioners from a wide range of backgrounds and disciplines to consider the cultural requirements of an effective anti-bribery and corruption programme - and how that culture change can be successfully implemented, managed and measured. Areas covered include:

- how does bribery occur?
- who perpetrates bribery, and why?
- bribery risks, and risk mitigation
- anti-bribery strategy - taking the high ground
- what is an anti-bribery culture?
- cultural aspects of the Bribery Act, and related legislation
- rules and principles
- tools and techniques - the Compliance Covenant and Compliance Passport
- incentives and disincentives, including the ‘level playing field’
- anti-bribery - monitoring and measuring, including Benford’s Law
- managing third-party culture
- culture and processes, including certifications
- culture and the Code of Conduct
- managing, implementing and assessing culture change
- culture and corporate reputation in practice

Delegates will have the opportunity to work through an anti-bribery culture change case study, which will enable them to consider how those tools, techniques and approaches could be used in their own company or organisation; this will be supported by internationally-published short bribery and compliance Whitepapers produced by the Course Trainer. The course will be highly interactive, with plenty of opportunity for questions

The Level 1 and Level 2 courses taken together constitute a complete training package on the fundamentals of bribery law and compliance.

“Excellent, thank you Keith!”

Angela Jura
The Prostate Cancer Charity

“Very useful day that will now be put into practice. Thanks.”

Dawn Kneafsey
Schueco UK Ltd

“The experience of the presenter helps to identify options that can be used.”

Catherine Harris
M+W UK

The Trainer:
Keith Read, Compliance Expert
See the Trainer’s biography on page 31

£ 445 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Compliance Officers, Compliance Managers, Lawyers,
Risk Managers, Corporate Security Officers, and others.

Short Day – 10.00am to 4.00pm (lunch included)

London	Wednesday, 5 June 2013
Manchester	Wednesday, 2 October 2013
London	Wednesday, 20 November 2013

*The fee for both Anti-Bribery 1 and Anti-Bribery 2 booked together is £795 plus VAT

Data Protection Essential Knowledge Level 1

5 hours
CPD

London, Belfast, Manchester, Bristol, Cardiff, Newcastle, Glasgow, Edinburgh, and Brussels

This course is an introductory level session for all those that are new to data protection, or those that require a refresher on the fundamental concepts. It is designed for people who work with, or will work with, data protection issues on a regular basis.

This invaluable and practical training session examines core concepts of practical data protection compliance, including:

- how data protection law applies to your organisation
- what can and cannot be done with staff information and customer information
- an introduction to the requirement to keep data secure, and how to meet that requirement
- the rights of individuals, such as customers and staff, in respect of data held by your organisation
- the legal requirements for gathering information for marketing, including an introduction to the use of opt-out and opt-in clauses
- the requirements for using CCTV cameras
- an introduction to handling requests for information by individuals
- the special rules that apply to using 'sensitive personal data' (e.g. medical information, criminal convictions, ethnicity)
- an introduction to the restrictions on sending personal data abroad
- the legal requirements for outsourcing personal data processing operations, e.g. payroll, call-centres, private investigators and confidential waste management companies
- an introduction to the principle of 'accountability'
- the role of the Information Commissioner

“The entire day was useful and extremely well presented by Peter Carey.”

Bob Bickmore
IBM

“The instructor’s knowledge was second to none and I would absolutely recommend this course.”

Rik Ferguson
Trend Micro

“Good sized group to encourage a range of questions.”

Judy Barker
Tendring District Council

“Relevant and practical. Good course notes to take away will help with the implementation of our DP policy. An excellent course.”

David Higginson
ING Direct

The Trainer:
Peter Carey, Charles Russell
See the Trainer’s biography on page 30

£445 plus VAT*
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Compliance Officers, Human Resources Managers, Office Managers, Company Secretaries, IT Managers, Business Analysts, Records Managers, Archivists, Information Managers, Legal Advisors, Trainee Data Protection Officers, Database Managers, and others.

*The fee for both the Level 1 and Level 2 courses booked together is £795 plus VAT.

Short Day – 10.00am to 4.00pm (lunch included)	
London	Tuesday, 8 January 2013
Belfast	Monday, 11 March 2013
Glasgow	Monday, 18 March 2013
Manchester	Monday, 8 April 2013
London	Monday, 15 April 2013
Cardiff	Monday, 22 April 2013
Newcastle	Monday, 29 April 2013
London	Wednesday, 26 June 2013
Edinburgh	Wednesday, 2 October 2013
Manchester	Wednesday, 16 October 2013
Bristol	Monday, 21 October 2013
Brussels	Monday, 28 October 2013
London	Monday, 4 November 2013
Belfast	Monday, 11 November 2013
London	Monday, 13 January 2014

Data Protection Essential Knowledge Level 2

5 hours
CPD

London, Belfast, Manchester, Bristol, Cardiff, Newcastle, Glasgow, Edinburgh, and Brussels

This practical training session is designed for those that work in the field of data protection. The Level 1 and Level 2 courses taken together constitute a complete training package on the fundamentals of data protection. This session provides a thorough grounding in the following important aspects of data protection practice:

- data retention - the restrictions on keeping data, and how to establish a retention schedule
- transferring data to third parties - the legal requirements for transferring data between organisations
- the main exemptions in the DPA, including Section 29 (crime and tax) and Section 35 (disclosures required by law)
- criminal offences - an introduction to the main offences in the DPA, including potential penalties
- the power to fine – how, when and why the Commissioner will impose a fine on an organisation
- the Commissioner’s other powers - an analysis of the Commissioner’s powers including practical tips on how to deal with the ICO during an investigation
- associated legislation - an introduction to Human Rights law and Freedom of Information law
- the E-Privacy Regulations - an introduction to the restrictions on calling, emailing and faxing people for marketing purposes, and the use of cookies on websites
- risk assessments - the basics of when and how to carry out a risk assessment
- data destruction - methods to ensure lawful and secure destruction

“Very informative and built well on Level 1.”

Elizabeth Fisher
London Mathematical Society

“The course trainer was very good and made it as straight forward as possible. Would recommend this course to anyone involved in DP.”

Melissa Zajac
Cambridge University Press

“The data retention and exemptions sections were particularly useful.”

Matthew James
Linklaters

“Excellent course materials.”

Angela Cutler
Albion Water Ltd

The Trainer:
Stephanie Pritchett, Pritchetts
See the Trainer’s biography on page 31

£445 plus VAT*
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Compliance Officers, Human Resources Managers, Office Managers, Company Secretaries, IT Managers, Business Analysts, Records Managers, Archivists, Information Managers, Legal Advisors, Data Protection Officers, Database Managers, and others.

*The fee for both the Level 1 and Level 2 courses booked together is £795 plus VAT.

Short Day – 10.00am to 4.00pm (lunch included)

London	Wednesday, 9 January 2013
Belfast	Tuesday, 12 March 2013
Glasgow	Tuesday, 19 March 2013
Manchester	Tuesday, 9 April 2013
London	Tuesday, 16 April 2013
Cardiff	Tuesday, 23 April 2013
Newcastle	Tuesday, 30 April 2013
London	Thursday, 27 June 2013
Edinburgh	Thursday, 3 October 2013
Manchester	Thursday, 17 October 2013
Bristol	Monday, 21 October 2013
Brussels	Tuesday, 29 October 2013
London	Tuesday, 5 November 2013
Belfast	Tuesday, 12 November 2013
London	Tuesday, 14 January 2014

Handling Subject Access Requests

5 hours
CPD

London, Manchester, Belfast and Glasgow

Dealing effectively with Subject Access Requests ('SARs') remains a management challenge for many organisations. Requests can come from customers, employees, complainants, and others. The quantities of information typically held on individuals are increasing to vast proportions, sometimes as an unintended consequence of technological advances.

In the UK, individuals' awareness of their information rights, as well as their expectations of access, has reached an unprecedented level. Responding to SARs remains an all-too-frequent drain on staff time and budgets.

This practical training session looks in detail at the right of individuals to gain access to their data, as well as the exemptions that organisations can use to withhold information. It gives delegates the information they need to set up an effective SAR handling process in their organisation, and looks at how to avoid the common pitfalls that arise. It includes:

- determining whether a valid request has been made under the Data Protection Act 1998
- liaising with the applicant to clarify the request
- analysing whether particular manual (paper) records fall within the law
- setting parameters for the search for information and collating the results
- establishing whether the retrieved information is personal data
- dealing with third party information
- applying the relevant exemptions
- presenting the response to the applicant
- managing dissatisfied recipients
- how to deal with an investigation
- staff awareness and training

Participants in this session work through the Information Commissioner's guidance and a number of practical scenarios.

“ Particularly useful were the practical issues – applying the Act to real situations. ”

Elizabeth Hiley
General Medical Council

“ Very informative about the SAR process – most useful. ”

Neil Gorman
Barclays Bank

“ Discussing various scenarios helped me to understand the process as a whole. ”

Kate Marks
Kent & Medway NHS

“ A highly interactive session – very useful in clarifying understanding. ”

Stephanie Allen
Littlewoods Home Shopping

“ The materials are excellent. ”

Katrina Robinson
Viridian Housing

The Trainer:

Sian Rudgard, Field Fisher Waterhouse

See the Trainer's biography on page 31

£445 plus VAT

15% discount for second delegate

20% discount for third and subsequent delegates

Who should attend:

Data Protection Officers, Information Officers, Privacy Officers, Compliance Officers, Information and Commercial lawyers (in-house and private practice), Office Managers, Human Resources Officers, Records Managers, and others.

Short Day – 10.00am to 4.00pm (lunch included)

London	Monday, 14 January 2013
Glasgow	Thursday, 21 March 2013
Manchester	Thursday, 11 April 2013
London	Thursday, 18 April 2013
London	Monday, 17 June 2013
London	Friday, 13 September 2013
Manchester	Monday, 21 October 2013
London	Thursday, 7 November 2013
Belfast	Thursday, 14 November 2013

Data Protection in the Workplace

5 hours
CPD

London, Manchester, Edinburgh and Glasgow

Meeting the requirements of data protection law whilst handling staff data can be particularly challenging. Holding and using staff information carries significant legal responsibilities and risks.

This invaluable one-day session is designed to meet the needs of anyone who has responsibility for the use of employee data, including Human Resources Officers and Compliance Officers. It is also useful to Employment Lawyers and companies providing outsourced HR functions to other organisations.

This unique and invaluable session uses case studies based on real scenarios to give delegates a practical understanding of the data protection compliance issues involved in employing and managing staff. The session lets delegates know the key areas of risk and includes practical advice on:

- ensuring that the recruitment and selection process meets the legal requirements, including the content of application forms, pre-employment vetting, criminal records, medical checks and the interview process
- retaining staff records, and appropriate periods of time for keeping information
- dealing with information requests from staff - what must be disclosed and what you can withhold
- disclosing staff information to outside third parties – the legal requirements that must be met before staff information can be sent outside the organisation
- references and the rights of ex-members of staff
- monitoring staff activities and communications, including using line managers, private detectives, CCTV cameras and website monitoring technologies
- handling sensitive information such as health, sickness records and medical data
- how to handle mergers, acquisitions and restructuring
- outsourcing functions to third party providers
- how to comply with the Employment Code
- how to handle staff complaints
- the role of the Information Commissioner and what to do if he investigates

“The issues around employment records and monitoring were particularly useful.”

Jenny Smythe
Scottish Executive

“V V Good! Fluent, knowledgeable, interactive presentation. Good balance of law and practice. Thank you.”

Mona Sachdeva
Ashfield Homes

“The whole course was really useful!”

Helen Jerry
Deutsche Bank

“The course satisfied everything I needed to know.”

Anna Pearson
Paterson Institute for
Cancer Research

“Very good lecturer with good materials.”

Simon Butler
TDA

The Trainer:
Stephanie Pritchett, Pritchetts
See the Trainer’s biography on page 31

£445 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Human Resources Officers and Administrators,
Personnel Officers, Data Protection Officers,
Compliance Officers, Employers’ Representatives,
and Employment Law Advisers, and others.

Short Day – 10.00am to 4.00pm (lunch included)

Glasgow	Monday, 25 March 2013
Manchester	Friday, 12 April 2013
London	Friday, 19 April 2013
Manchester	Friday, 18 October 2013
London	Friday, 8 November 2013
Belfast	Monday, 25 November 2013

Direct Marketing - Legal Risks and How to Overcome Them

London

3 hours
CPD

It is legitimate for all types of organisations to promote their products and services widely. However, the law restricts the ability of organisations to send marketing messages to individuals (direct marketing), an activity which is now heavily regulated in both the UK and in the European Union.

These restrictions present risks that can affect a brand's value and consumer trust. In 2011, the Information Commissioner acquired the power to fine organisations that breach the Privacy & Electronic Communications Regulations 2003 by sending unsolicited marketing emails.

This training course provides delegates with a practical analysis of the legal rules that affect direct marketing by post, fax, telephone, text message and email. Attending this session will give delegates the peace of mind in knowing how to ensure that their organisation's direct marketing activities meet the legal requirements.

The session addresses the practical questions that organisations face in devising lawful marketing campaigns, including:

- the different rules for different communication methods: email (and text message), post, fax, telephone
- the distinction between opt-out and opt-in permissions, and when to use each
- how to ensure that your organisation can benefit from the ability to use opt-out permissions to legitimise its marketing
- the difference between targeting corporate entities and individuals
- what information must be included in direct marketing communications
- whether your organisation can use its existing database of contacts for marketing purposes
- whether and when it is lawful to use marketing lists purchased or acquired from third parties (e.g. list rental agencies and merged or acquired businesses)
- how to comply with the requirements for website cookies
- the powers of the Information Commissioner to fine organisations for breaches of the legal requirements

Participants in this training course will gain all the knowledge necessary to ensure that their organisations are able to conduct successful and lawful direct marketing campaigns.

“Excellent! Both practical and informative.”

Nicola Burns
Walt Disney

“This was a really useful half day. I needed the background, basics and more and I got it!”

Eleanor Bonnet
Clearcast

“Excellent interactive workshop all the way through.”

Nadia Banno
BBC

“Eduardo was very knowledgeable and helpful.”

Claire Walker
Air Partner Plc

“Very good!”

Derek Wynne
Lloyds Banking Group

The Trainer:
Eduardo Ustaran, Field Fisher Waterhouse
See the Trainer's biography on page 31

£355 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Marketing Executives, Marketing Consultants, Brand Managers and Planners, Marketing Communications Officers, Marketing Account Directors, Advertising Directors and Managers, Compliance Officers, Data Protection Officers, Commercial Lawyers, Office Managers, and others.

Half Day – 9.30am to 1.00pm
London Monday, 1 July 2013
London Friday, 29 November 2013

International Data Transfers - Overcoming the Limitations

London, Manchester, Belfast and Glasgow

5 hours
CPD

EU data protection law does not allow the transfer of personal information to countries outside the EEA that do not have an adequate level of data protection. This prohibition is entirely at odds with the way in which organisations operate in today's world, and presents a difficult legal challenge to global data processing and international outsourcing.

This session provides a practical hands-on approach to the different mechanisms available to overcome the legal limitations affecting international data transfers. Attend this session to identify the most appropriate solution to the challenges faced by your organisation and learn about the most cost-effective way to comply with the law.

This session will address all of the practical questions affecting international transfers of personal data such as:

- can I rely on consent to transfer employee data?
- how do I justify the use of model contracts to my service providers?
- what level of security is an offshore call centre required to adopt?
- which EU jurisdictions require regulators' approval prior to the transfer?
- can I use an intra-group agreement to enable global processing within my organisation?
- what materials do I need to submit when applying for Binding Corporate Rules approval?
- what is the right approach to adopt in my particular case?

Delegates will be able to find the best way to legitimise cross-border data processing.

“Excellent.”

Keri Barnjum
NATS

“Very well run and executed.”

Natalie Afshar
ebookers

“Excellent, thank you.”

Kimberley Smith
Maples and Calder

“The whole course brought my knowledge from zero to a reasonable level.”

Ken Wightman
IPRS Ltd

“Very good discussions, practical and engaging.”

Maria Mademyr
Invesco Perpetual

“Excellent – no improvements necessary.”

Hermien Melan
KPMG

The Trainer:
Eduardo Ustaran, Field Fisher Waterhouse
Sian Rudgard, Field Fisher Waterhouse
See the Trainers' biographies on page 31

Who should attend:
In-House lawyers, Data Protection Officers, Compliance Officers, International Development Directors and Managers, IT Directors and Managers, HR Directors and Managers, Outsourcing Service Providers, and others.

£445 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Short Day – 10.00am to 4.00pm (lunch included)

Glasgow	Friday, 22 March 2013
Manchester	Friday, 12 April 2013
London	Friday, 19 April 2013
London	Friday, 8 November 2013
Belfast	Monday, 18 November 2013
Manchester	Monday, 25 November 2013

Creating Data Protection Policies

5 hours
CPD

London

Data protection policies have become essential tools for controlling the use of personal information, whether about employees or customers/citizens.

Organisations greatly benefit from having in place policies for general data protection responsibilities, access control, website privacy issues, acceptable use and employee monitoring, rights of subject access, CCTV usage, portable devices and security of personal information. The draft new data protection law makes internal data protection policies a compulsory requirement.

This training session shows how organisations can use policies to make information management more efficient and effective, thereby saving time and costs. Using sample policy documents (which delegates can keep), the session covers:

- why you need data protection policies: legal and practical issues
- the ICO and other guidance on drafting policies
- using policies to educate employees and customers, to control the release of information and to keep information secure
- the 'organic' model: keeping policies up to date
- when and how to make policies enforceable
- relying on your policies in disputes

“The sample DP policies from other organisations were really useful in helping decide what best practice looks like, and what it doesn't!”

Veronica Morrison
RSPCA

“The tutor's knowledge and the time for questions were particularly useful.”

Kelly Hamett
Walt Disney

“Tutor very accessible.”

Deepak Pillai
Haryati Pillai

“Excellent.”

Kevin Gent
Thermal Insulation Contractors

The Trainer:
Sally Annereau, Taylor Wessing
See the Trainer's biography on page 30

£445 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Compliance Officers, Human Resources Managers, Office Managers, Company Secretaries, IT Managers, Business Analysts, Records Managers, Archivists, Information Managers, Legal Advisors, Trainee Data Protection Officers, Database Managers, and others.

Short Day – 10.00am to 4.00pm (lunch included)
London Monday, 23 September 2013

Training Staff in Data Protection

5 hours
CPD

London, Manchester and Glasgow

Having responsibility for training staff on data protection issues can be a daunting prospect. Yet it is essential that all staff who handle personal information understand the fundamental principles and the practical requirements for complying with data protection rules. It is also important that staff members are able to identify breaches or potential breaches of data protection law, and to react appropriately.

Practical and non-technical, this training session gives an insight into suitable training methods and assessing knowledge levels amongst different categories of staff. It also considers the key issues in planning for and preparing a staff training session, including:

- who should be trained, and what do they need to know?
- appropriate training tools for different groups of staff
- putting together slides, exercises, case studies, and taking examples from 'real life'
- session length and timings
- getting the audience on-side and keeping them engaged
- assessment and follow-up

The session will look at how to train staff to:

- appreciate who and what is covered by data protection rules
- understand the organisation's policy and aims on personal data use
- understand their individual responsibilities
- know and apply the 8 core Principles for personal data use
- understand the additional measures required for sensitive data use
- recognise when, and for what purposes, staff/customer data may be used
- identify appropriate steps to help keep personal information secure
- deal with external requests for information, and understand the safeguards to apply
- understand the rights of individuals and third parties
- recognise and deal with a subject access request
- know what to do in the event of a data protection breach

“Excellent!”

Ian Boyes
Calderdale Metropolitan Borough
Council

“Excellent course!”

Jacqueline Hamza-Tenpow
AQA

“Thanks – excellent.”

Theresa Bertorelli
IFDS

“Good clear practical guidance – well worth attending.”

Alison Bainbridge
Roehampton University

“All useful.”

Philip Berry
South West Trains

“Thank you. Very helpful.”

Debbie Bolton
Royal Academy of Dance

The Trainer:
Stephanie Pritchett, Pritchetts
See the Trainer's biography on page 31

£395 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Data Protection Officers, Information Officers, Privacy Officers, Compliance Officers, Information and Commercial lawyers (in-house and private practice), Office Managers, Human Resources Officers, Records Managers, and others.

Short Day – 10.00am to 4.00pm (lunch included)

Glasgow	Tuesday, 26 March 2013
Manchester	Thursday, 11 April 2013
London	Tuesday, 9 July 2013

FOI and Data Protection - How They Work Together

London, Manchester, Belfast and Edinburgh

5 hours
CPD

The competing demands of Freedom of Information and Data Protection legislation in the UK present challenges for all public bodies involved in collecting, holding and disclosing personal information. Understanding the interface between Freedom of Information laws (including the Environmental Information Regulations 2004 (EIR)) and the Data Protection Act 1998 is essential for all those involved with information management in the public sector.

This session, which is designed for people who already work with FOI or data protection issues, explains the key principles underlying the differences between these important laws, including when personal data should and should not be released in response to subject access requests and FOI/EIR requests.

The session includes:

- knowing whether a request should be dealt with under the DPA or FOI law (or EIR)
- the latest thinking on determining what is personal data
- the interpretation and practical application of the personal data exemption
- the legal principles governing access to third party information
- applying relevant exemptions
- disclosing staff information to outside third parties
- analysing the practical implications of key decisions of the Commissioner and Information Rights Tribunal
- disclosing third party data of professionals in the fields of health, education and social work

This session enables delegates to understand how to manage requests for information, and to achieve best practice within their organisation.

“The case studies and examples were most useful.”

Denise White
Eastbourne Borough Council

“Excellent level of knowledge of speaker – very clearly explained.”

Athena Pavlou
Financial Ombudsman Service

“Fascinating and thought provoking – very good.”

Jim Milner
DVLA

“The relaxed style of delivery was excellent.”

Susan Peart
SSSC

“The course handbook is very useful.”

Isabel Cherrett
University of Chichester

<p>The Trainer: Damien Welfare, Cornerstone Barristers See the Trainer’s biography on page 31</p>	<p>£445 plus VAT 15% discount for second delegate 20% discount for third and subsequent delegates</p>										
<p>Who should attend: Information Officers, Environmental Information Officers, Freedom of Information Officers, Data Protection Officers, Information Lawyers, Legal Advisors, and others.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <table border="0"> <tr> <td>London</td> <td>Friday, 19 April 2013</td> </tr> <tr> <td>Manchester</td> <td>Friday, 3 May 2013</td> </tr> <tr> <td>London</td> <td>Monday, 9 September 2013</td> </tr> <tr> <td>Belfast</td> <td>Friday, 20 September 2013</td> </tr> <tr> <td>London</td> <td>Friday, 8 November 2013</td> </tr> </table>	London	Friday, 19 April 2013	Manchester	Friday, 3 May 2013	London	Monday, 9 September 2013	Belfast	Friday, 20 September 2013	London	Friday, 8 November 2013
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Manchester	Friday, 3 May 2013										
London	Monday, 9 September 2013										
Belfast	Friday, 20 September 2013										
London	Friday, 8 November 2013										

FOI and Data Protection in Scotland

Edinburgh

5 hours
CPD

It can sometimes be challenging to reconcile Freedom of Information and Data Protection laws. Understanding the interface between the Freedom of Information (Scotland) Act 2002 (which applies only in Scotland), the Environmental Information Regulations 2004 (which applies throughout the UK), and the Data Protection Act 1998 (which applies throughout the UK) is essential for all those involved with information management in the public sector.

This session, which is designed for people who already work with FOI or data protection issues, explains the key principles underlying the differences between these important laws, including when personal data should and should not be released in response to subject access requests and FOI/EIR requests.

The session includes:

- the latest thinking on determining what is personal data: guidance from the Information Commissioner and the Article 29 Working Party
- knowing whether a request should be dealt with under the DPA or FOI law (or EIRs)
- the interpretation and practical application of the personal data exemption
- the legal principles governing access to third party information
- applying the Data Protection Principles where relevant
- applying any relevant exemptions
- disclosing staff information to third parties
- analysing the practical implications of key decisions of the Commissioner and Tribunal
- disclosing third party data of professionals in the fields of health, education and social work

This session enables delegates to understand how to manage requests for information, and to achieve best practice within their organisation.

The day will be a mixture of presentation and practical exercises. There will be plenty of opportunity for questions.

“Interesting and well given training session.”

Jane McCrorie
Royal Botanic Garden Edinburgh

“I found the course very helpful.”

Anne Marie Harbison
Thompsons Solicitors

“It reinforced my learning taken from other PDP courses.”

Paul Foy
Risk Management Authority

“Good amount of time for questions.”

Sara Brodie
Police Complaints Commissioner for Scotland

The Trainer:
Grant Campbell, Brodies
See the Trainer’s biography on page 30

£395 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Information Officers, Environmental Information Officers, Freedom of Information Officers, Data Protection Officers, Information Lawyers, Legal Advisors, and others.

Short Day – 10.00am to 4.00pm (lunch included)
Edinburgh Friday, 25 October 2013

Data Protection in Financial Services

5 hours
CPD

London

Banks, insurance companies, brokers and other financial institutions face data protection issues in the context of a unique set of business, risk-management and regulatory requirements. Regulatory, client confidentiality and data protection rules often seem to require different things.

This training course looks at the data protection issues facing financial institutions and the steps that can be taken to address them in the context of all applicable rules. It applies data protection requirements to the real-life circumstances of financial institutions and steers a course through the related regulatory, employment law and other issues, including:

- what should we say about data protection in our terms and conditions?
- can we disclose client information to a foreign regulator?
- can we back up or outsource our client/employee systems to New York/India/Poland?
- how do we deal with data protection issues when our regulators require us to process data - whistleblower hotlines, email monitoring, background checking, internal investigations, etc.?
- how do we justify collecting sensitive personal data when we clearly need to but where we are unable to get consent?
- what steps should we take if we lose a laptop full of client information?
- client information - what can we do with it and how can we achieve maximum flexibility?

All of these questions, and more, will be answered, within a systematic framework allowing delegates to apply the principles to a range of new issues and questions as they arise. Practical examples will be considered and delegates will be given guidance on actions they may need to take when they are back in the office.

There will be ample opportunity to raise and discuss data protection issues arising in the course of your work.

“Excellent.”

Jeremy Ison
Deutsche Bank

“Very good – thank you.”

Anita Ebertsohn
Mitsubishi

“Time flew by – the first time I've been on a course where this has happened.”

Richard Owen
Fortis

“Really useful course.”

Karen Sexton
Avon Insurance

The Trainer:
Richard Jones, Clifford Chance
See the Trainer's biography on page 31

£445 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Data Protection Officers, Compliance Personnel,
In-House Lawyers, Private Practice Lawyers,
Information Managers, Records Management Officers,
Information Lawyers, Legal Advisors, Consultants and
Advisors to financial services organisations, and others.

Short Day – 10.00am to 4.00pm (lunch included)
London Wednesday, 11 September 2013

Data Protection Compliance for Charities

5 hours
CPD

London and Manchester

Charities have many and significant data protection compliance challenges. They will be concerned to ensure that their staff, donor, client and marketing information are processed in accordance with the requirements of data protection law.

This indispensable and unique one-day training course covers all data protection compliance issues involved in the administration of charities, including:

- practical advice on the obtaining, use and storage of donor and supporters' data
- complying with requests for personal information from contacts, beneficiaries, donors, supporters, staff and volunteers
- ensuring compliance for fundraising, data sharing, trading and other activities
- the necessary formalities for the use of agents and contractors (e.g. brokers, payroll providers, website hosts) to process customer, beneficiary, staff and volunteer data
- the necessary content of all beneficiary and donor details acquisition forms, both online and offline
- practical advice on how to comply with the security obligations in the legislation
- an analysis of the ban on transfers of personal data outside the EEA and of the practical methods for circumnavigating the ban
- complying with the requirements for using sensitive personal data (e.g. religious information or health data)
- ensuring compliance with the Privacy & Electronic Communications Regulations 2003 in marketing campaigns, particularly in the field of seeking donor contributions by email, fax and telephone
- the use of donor and beneficiary data obtained from third parties and list swaps

Delegates will learn about the practical application of data protection rules in the context of running a charity. There will be plenty of opportunity for questions in the session.

“Excellent.”

Gail Briedis
Cancer Research UK

“Good pace – not overly ‘lawyerly’ which I appreciated.”

Anni Broadhead
Support Network

“Outstanding – a skilful walkthrough of this complex area. I feel equipped to take this subject to my organisation with confidence. Highly recommended.”

Pete Meiners
Friends of the Earth

“Really helpful and interesting, lots of examples to demonstrate the points.”

Catherine Egan
NHS Confederation

“Very good. Interesting delivery.”

Helen Newman
Westminster School

“Course was great – thanks!”

Catherine Moodie
WWF - UK

<p>The Trainer: Peter Carey, Charles Russell See the Trainer's biography on page 30</p>	<p>£395 plus VAT 15% discount for second delegate 20% discount for third and subsequent delegates</p>
<p>Who should attend: Charity Compliance Officers, Finance Directors, Human Resources Officers, Data Protection Officers, Marketing Executives, Database Managers, Fundraising Managers, Records Managers, Charity Lawyers, and others.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included) Manchester Wednesday, 24 April 2013 London Monday, 7 October 2013</p>

Data Sharing in the Public Sector

5 hours
CPD

London, Manchester, Belfast and Glasgow

The government sees data sharing as an important tool to improve and personalise public services, fight crime, and tackle benefit fraud. Public bodies face regular dilemmas over whether to share data, to what extent, with whom, in what circumstances, and subject to what safeguards. This training course examines the key principles involved and answers the following questions:

- what are the benefits of data sharing, and how much should you share the personal data you hold?
- what are the challenges in terms of maintaining public trust, and respecting personal privacy?
- what powers exist to share data?
- what are the conditions under which data may be shared? What restrictions exist, and which exemptions may apply?
- what do you tell those whose data are shared, and how do you respond to subject access requests?
- how do you write your own code of practice, and what should it contain?
- what other arrangements need to be in place before you share data?

The session will also give delegates guidance on:

- the Framework Code of Practice on data sharing
- the Data Sharing Review, and policy developments
- new penalties for breach of the Data Protection Principles
- restricting wider disclosure

This session enables those attending to understand how to approach the sharing of data in the public sector. It includes discussion of a number of practical 'real life' examples and the issues involved.

“The course was very valuable and pertinent to the public sector!”

Jacqui Rogers
Royal Military Police

“Excellent course, knowledgeable tutor with excellent inter-personal skills, very engaging. I learnt a lot.”

Teresa Gudge
HEFCE

“The handbook will be very useful.”

Emma Clarke
The Food and Environment
Research Agency

“Approachable and knowledgeable tutor. The case studies were very helpful.”

David Higginson
Compliance Advisor
ING Direct

The Trainer:
Damien Welfare, Cornerstone Barristers
See the Trainer's biography on page 31

£395 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Data Protection Officers, Information Officers, Environmental Information Officers, Information Managers, Freedom of Information Officers, Records Management Officers, Information Lawyers, Environmental Lawyers, Legal Advisors, Consultants and advisors to private sector companies providing public services or exercising public functions, and others.

Short Day – 10.00am to 4.00pm (lunch included)

Belfast	Tuesday, 11 June 2013
Manchester	Thursday, 4 July 2013
London	Thursday, 12 December 2013

How to Conduct a Data Protection Audit

5 hours
CPD

London, Manchester, Edinburgh and Glasgow

Data protection compliance audits, or reviews, are invaluable for organisations in assessing their current state of data protection compliance. They can identify where the organisation is getting things right, as well as reveal where there are weaknesses which require action or changes to internal procedures.

The Information Commissioner's Office (ICO) has recommended that regular compliance reviews are undertaken as part of ongoing internal management of data protection.

Compliance reviews can be conducted either internally or by external consultants. Either way, the person conducting the review should go about the task in the most efficient and effective way. This course offers practical guidance on conducting data protection audits/reviews, and covers:

- The purpose of data protection audits/reviews
- Deciding what to review: how to identify the areas that are relevant
- Undertaking the audit: guidance on the practical methodology as well as how, what and who to ask in relevant staff interviews
- Determining whether audited processes meet both data protection requirements and internal policies/procedures
- What to look for when auditing arrangements with third party suppliers
- How to report the results of an audit and how to recommend any remedial action that is needed
- The ICO's recommendations for conducting audits

Sample checklists and audit templates will be provided to delegates.

It is recommended that delegates attending this course have some existing knowledge of data protection. Those with no existing knowledge should attend Data Protection Essential Knowledge – Level 1 (page 6) before attending this course.

**NEW
TRAINING
COURSE**

<p>The Trainer: Olivia Whitcroft, OBEP See the Trainer's biography on page 31</p>	<p>£445 plus VAT 15% discount for second delegate 20% discount for third and subsequent delegates</p>										
<p>Who should attend: Data Protection Officers, Information Officers, Compliance Officers, Human Resources Officers, In-house Lawyers, Company Secretaries, Risk Management Officers, Internal Audit staff, Information Security Officers and others (private or public sector).</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <table border="0"> <tr> <td>London</td> <td>Tuesday, 29 January 2013</td> </tr> <tr> <td>London</td> <td>Tuesday, 11 June 2013</td> </tr> <tr> <td>Manchester</td> <td>Wednesday, 18 September 2013</td> </tr> <tr> <td>London</td> <td>Tuesday, 15 October 2013</td> </tr> <tr> <td>Glasgow</td> <td>Wednesday, 13 November 2013</td> </tr> </table>	London	Tuesday, 29 January 2013	London	Tuesday, 11 June 2013	Manchester	Wednesday, 18 September 2013	London	Tuesday, 15 October 2013	Glasgow	Wednesday, 13 November 2013
London	Tuesday, 29 January 2013										
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Manchester	Wednesday, 18 September 2013										
London	Tuesday, 15 October 2013										
Glasgow	Wednesday, 13 November 2013										

Data Security

5 hours
CPD

London, Manchester, Glasgow and Belfast

Data protection law requires that personal information be held and used securely. The law also requires that relevant security arrangements be put in place for all outsourcing arrangements. Recent headlines have shown that organisations are not doing enough to ensure the security of people’s personal information, both within the organisation and externally. It is not always obvious what measures should be taken by organisations to comply with the legal obligations.

This session examines the law as it relates to data security and the practical steps that organisations need to take to ensure compliance with their obligations. It concentrates on how to avoid a data security breach, as well as what can be done to mitigate the effects of a breach that does occur. It also considers the steps that must be taken when an organisation outsources operations, such as payroll, website hosting, digitisation of records, debt collection and waste management. The session considers lessons that must be learned by the fines that have been imposed by regulators. Key aspects of this session include:

- analysis of the underlying law including a detailed review of the data security obligations
- the latest guidance from regulators
- data security implications of using external contractors and outsourced service providers, as well as sub-contractors
- examination of the regulator’s power to issue fine organisations for security breaches and other legal and commercial consequences of such breaches
- managing a data security breach - law and best practice
- relevant information security standards, including ISO27001
- laptop encryption - when it is required
- informing individuals and notifying the regulator about data security breaches - what is required?
- confinement strategies to prevent further dissemination of lost or stolen data, as well as to mitigate fines

“The tutor’s knowledge and ability to put across points was very good.”

Lynda McAree
South Eastern Health & Social Care Trust

“Enlightened my knowledge on data security and breach management.”

Joy Oyesanya
Identity & Passport Service

“The tutor’s ability to take specific questions was most useful.”

Ashley Ross
RIAS

“Great refresher. Well presented.”

Liz Gaspar
Legal & General

“The content was informative and practical.”

Heather Buchanan
Dunfermline Building Society

The Trainer:
Phil Tompkins, Dickinson Dees
See the Trainer’s biography on page 31

£445 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Data Protection Officers, IT Managers, Compliance Officers, Corporate Security Officers, Legal Advisers, persons responsible for IT and risk management, and others.

Short Day – 10.00am to 4.00pm (lunch included)

London	Tuesday, 15 January 2013
Glasgow	Wednesday, 20 March 2013
London	Wednesday, 17 April 2013
Manchester	Friday, 26 April 2013
London	Thursday, 11 July 2013
London	Tuesday, 24 September 2013
London	Wednesday, 6 November 2013
Belfast	Friday, 15 November 2013
Manchester	Friday, 29 November 2013

PCI - The Essentials

5 hours
CPD

London and Manchester

Every business that processes, stores or transmits credit or debit card holder data must meet the requirements established in the Payment Card Industry (PCI) Data Security Standard (DSS). Companies are struggling to find cost-effective ways to implement the required risk management framework.

This course presents a comprehensive review of the PCI standard along with its goals and objectives, and features real life examples of implementing controls. You will learn what policies and controls need to be implemented to be compliant and how to design compensating controls when you need to. The course details the compliance process and provides proven steps to achieve and maintain compliance. The course presenter is a Qualified Security Assessor certified by the PCI Standards Council with hands-on skills and experience in getting companies compliant quickly and cost-effectively.

Key aspects of this course include:

- a complete review of the PCI DSS - 6 goals - 12 requirements
- explanation of the prioritised 'Milestone' implementation approach
- overview of the Card Brand, Acquirer, Service Provider, Merchant, QSA and ASV roles
- what evidence you need to produce
- how to effectively use Compensating Controls
- the polices that must be in place for compliance
- ASV Scanning and Security Penetration Testing Requirements
- wireless, Cloud and Virtualisation controls
- the supporting PA-DSS and PTS standards
- practical exercises
- ROI and key messages for the business

“The course was well run and Richard kept us engaged.”

Kelly Botha
Amnesty International

“Very good for giving an understanding of the whole framework, and has given me a starting point. I feel more confident to begin the project.”

Laura Hytti
The General Optical Council

“Good overall picture.”

Katie Mackenzie
London Business School

<p>The Trainer: Richard Hollis, Risk Factory Ltd See the Trainer's biography on page 30</p>	<p>£495 plus VAT 15% discount for second delegate 20% discount for third and subsequent delegates</p>								
<p>Who should attend: Chief Finance Officers, Chief Information Officers, CIO, IT Managers, Compliance Officers, Risk Managers, PCI Stakeholders, and others.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <table border="0"> <tr> <td>London</td> <td>Wednesday, 23 January 2013</td> </tr> <tr> <td>Manchester</td> <td>Thursday, 23 May 2013</td> </tr> <tr> <td>London</td> <td>Thursday, 11 July 2013</td> </tr> <tr> <td>London</td> <td>Wednesday, 27 November 2013</td> </tr> </table>	London	Wednesday, 23 January 2013	Manchester	Thursday, 23 May 2013	London	Thursday, 11 July 2013	London	Wednesday, 27 November 2013
London	Wednesday, 23 January 2013								
Manchester	Thursday, 23 May 2013								
London	Thursday, 11 July 2013								
London	Wednesday, 27 November 2013								

FOI Practical Training - Level 1 (Essential Knowledge)

5 hours
CPD

London, Manchester, Bristol, Leeds and Belfast

Since the Freedom of Information Act 2000 came fully into force in 2005 we have experienced a fundamental change in the relationship between UK government and its citizens as government information has become more publicly accessible. Greater transparency is also a key policy of the Coalition Government, and in light of the deficit reduction programme there is an ever increasing public interest in how public money is spent. This has led to the publication of a wide range of public sector datasets and proposals to expand the Freedom of Information Act through the Protection of Freedoms Bill. Information Officers are central to these developments and need to be fully aware of the Act and the impact of future changes to it.

This training session is designed to help those who are on the receiving end of requests for information and those who advise and assist them. The topics covered in this introductory level session include:

- an overview of the Freedom of Information Act, its structure, core provisions and changes proposed by the Protection of Freedoms Bill
- the Government's transparency programme and the 'right to data'
- publication schemes and changes planned in 2012 following the ICO's consultation on revising publication schemes
- handling requests including administrative exemptions, timescales and requirements of refusal notices
- an overview of the exemptions and the public interest test
- understanding the Fees regime
- internal reviews, appeals and enforcement by the ICO
- inter-relationship with the Data Protection Act 1998, the Environmental Information Regulations 2004 and the Reuse of Public Sector Information Regulations 2005

There will be plenty of opportunity for discussion and delegates are encouraged to bring queries and questions to the session, which will be fully interactive.

“Excellent.”

Antonia Russell
Partnerships for
Schools

“Very practical approach.”

Donna Birthwright
Office of Fair Trading

“Very well presented. Jackie is so knowledgeable.”

Lesley Roe
Luton Borough Council

“Well-lead and very practical.”

Victoria Morgan
Waltham Forest PCT

“Every part of this course has been most helpful which I will take back and put into action.”

Lisa Greathead
Hastings Borough Council

“Excellent and knowledgeable tutor. Very good course and well communicated.”

Andy Turton
Gambling Commission

The Trainer:

Anna Condliffe - Herbert Smith

See the Trainer's biography on page 30

£445 plus VAT*

15% discount for second delegate

20% discount for third and subsequent delegates

Who should attend:

Freedom of Information Officers, Records Management Officers, Archivists, Data Protection Officers, Information Security Managers, Compliance Officers, Public and Private Sector Lawyers, Public Authorities, Legal Representatives, and others.

*The fee for both FOI Level 1 and FOI Level 2 booked together is £795 plus VAT

Short Day – 10.00am to 4.00pm (lunch included)

London	Monday, 21 January 2013
Manchester	Monday, 4 March 2013
London	Monday, 22 April 2013
Bristol	Wednesday, 22 May 2013
London	Tuesday, 3 September 2013
Belfast	Tuesday, 17 September 2013
Leeds	Tuesday, 22 October 2013
London	Tuesday, 5 November 2013

FOI Practical Training - Level 2 (Applying the Exemptions)

5 hours
CPD

London, Manchester, Bristol, Leeds and Belfast

Public sector bodies must make daily decisions on how to respond to requests for information under the Freedom of Information Act 2000 and how to apply the exemptions in the Act. Those decisions are increasingly reviewed and, in many cases, overturned by the Information Commissioner, the Information Tribunal and the Courts. As case law develops and changes, public authorities need to ensure that they understand when the exemptions can be applied, and what they have to demonstrate to apply them correctly.

This training session considers in detail the practical application of the main FOI exemptions. Topics covered include:

- a detailed analysis of the key exemptions with reference to ICO, Tribunal and Court decisions including confidentiality, commercially sensitive information, effective conduct of public affairs, investigations, law enforcement, health and safety and legal privilege
- Section 40 and the inter-relationship with the Data Protection Act 1998
- other access regimes and application of Section 21 (Information Accessible by other Means) and Section 44 (Prohibitions)
- the duty to 'confirm or deny'
- confidentiality, procurement and contracts including latest guidance and ICO and IT Decisions
- drafting robust Refusal Notices
- the appeals process and dealing with the Information Commissioner and the Information Tribunal

The day will consist of instruction on the legal provisions with reference to latest guidance and the key ICO and Tribunal decisions. There will be plenty of opportunity for discussion and delegates are encouraged to bring queries and questions to the session, which will be fully interactive.

It is not necessary to attend Level 1 in order to attend Level 2, but Level 2 delegates are expected to already have the basic knowledge of how FOI works in practice.

“Excellent course!”

Sue Connell
UKAEA

“Excellent materials and knowledge of tutor.”

Colette Gill
Merseyside Waste Disposal
Authority

“Excellent tutor – very knowledgeable, and pitched at the right level.”

Theresa Pollard
University of Nottingham

“Very useful.”

Lance Holden
HM Courts Service

The Trainer:
Liz Fitzsimons, Eversheds
See the Trainer’s biography on page 30

£445 plus VAT*
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Freedom of Information Officers, Records Management Officers, Archivists, Data Protection Officers, Information Security Managers, Compliance Officers, Public and Private Sector Lawyers, Public Authorities, Legal Representatives, and others.

Short Day – 10.00am to 4.00pm (lunch included)

London	Tuesday, 22 January 2013
Manchester	Tuesday, 5 March 2013
London	Tuesday, 23 April 2013
Bristol	Thursday, 23 May 2013
London	Wednesday, 4 September 2013
Belfast	Wednesday, 18 September 2013
Leeds	Wednesday, 23 October 2013
London	Wednesday, 6 November 2013

*The fee for both FOI Level 1 and FOI Level 2 booked together is £795 plus VAT

FOI in Scotland

5 hours
CPD

Edinburgh and Glasgow

This training session is primarily aimed at those professionals within organisations that are required to administer requests under the Freedom of Information (Scotland) Act 2002, as well as those that are likely to be required in the future to comply or have opted to comply on a voluntary basis.

The session is particularly beneficial for individuals who deal with FOI issues on a day-to-day basis or at a management level, as the sessions focuses on the practical issues in compliance, and there will be plenty of opportunity to brainstorm issues and learn from the experiences of other organisations.

The session reviews and explains key decisions from the Scottish Information Commissioner, and where relevant, the UK Information Commissioner's Office.

Amongst the topics that are considered in this session are the following:

- an introduction to FOI law and practice
- an analysis of the key exemptions, and how to use the exemptions in practice
- the main challenges in implementing FOI and guidance on how to meet those challenges
- dealing with the private sector
- the latest relevant decisions of the Scottish Information Commissioner and the UK Information Commissioner, including the implications of the *VisitScotland* case

Delegates should leave the session feeling confident to handle FOI requests.

“Excellent course, very knowledgeable speaker.”

Hermione Hague
McGrigors LLP

“Very useful, excellent.”

Donald Maclean
Perth College

“Very useful training, presented in a way that was easy to understand. Excellent trainer.”

Stephanie Bungay
Cairngorms National Park Authority

“Enjoyed the course, well delivered.”

Narmeen Rehman
Scottish Ambulance Service

“I found all of the course useful, especially about exemptions.”

Marie Flanagan
Scottish Enterprise

“The course was well presented in a friendly manner and I found it useful for my needs. Thank you.”

Tina Macritchie
NHS Western Isles

The Trainer:
Christine O'Neill, Brodies
See the Trainer's biography on page 31

£395 plus VAT
15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:
Freedom of Information Officers, Data Protection Officers, Records Managers, Commercial Lawyers, Information Lawyers, Information Managers, and others.

Short Day – 10.00am to 4.00pm (lunch included)
Glasgow Tuesday, 18 June 2013
Edinburgh Thursday, 24 October 2013

Understanding the Environmental Information Regulations

London, Manchester and Belfast

5 hours
CPD

The Environmental Information Regulations 2004 cover a wide range of information which has often been assumed to fall under the Freedom of Information Act.

The scope of EIR is not restricted just to 'green' subjects or information, but extends to land use, planning, transport, waste, energy, agriculture, housing development, public nuisance, and aspects of public health, food safety, buildings maintenance and cultural sites.

Public authorities and their advisors, and those contracting with the public sector or carrying out public functions, need to understand the scope of the Regulations in order to handle information requests correctly. This session explains the meaning and scope of the EIR. It examines in detail the boundary with FOI, based on decisions of the Information Commissioner and Information Rights Tribunal and on guidance from Defra; including the potential role of a remoteness test in limiting the range of information covered. It analyses the 'exceptions' and how to approach the public interest test.

The course equips practitioners to recognise and handle practical issues arising under the Regulations with confidence, and to avoid the pitfalls of dealing with information requests under the wrong regime. Topics covered include:

- definition and scope of environmental information
- application in the public and private sectors
- differences between EIR and FOI
- EIR exceptions, and how they compare with FOI exemptions
- requests involving personal data
- decisions of the Information Commissioner and Information Rights Tribunal, including *Markinson*, *Kirkcaldie* and *Lord Baker v DCLG*
- charging
- best practice: EIR requests and the duty to disseminate information

The session enables delegates to handle Environmental Information with confidence.

“Very well run course, very informative.”

Alan Haycock
Solihull Care Trust

“Very useful!”

Jenny Brook Smith
South Bucks District Council

“As an FOI practitioner this course was very enlightening and increased my knowledge of EIR. I would recommend this course to colleagues.”

Julia Okpa
Department for Transport

“Excellent.”

Frances Pond
UCE Birmingham

“It gave me an excellent overview and understanding. I really enjoyed the atmosphere and discussion.”

Christine Woodrow
HM Treasury

The Trainer:

Damien Welfare, Cornerstone Barristers
See the Trainer's biography on page 31

£395 plus VAT

15% discount for second delegate
20% discount for third and subsequent delegates

Who should attend:

Information Officers, Environmental Information Officers, Information Managers, Freedom of Information Officers, Data Protection Officers, Information Lawyers, Environmental Lawyers, Legal Advisors, Consultants and Legal advisors to private sector companies providing public services or exercising public functions, and others.

Short Day – 10.00am to 4.00pm (lunch included)

London	Thursday, 14 March 2013
Manchester	Friday, 17 May 2013
London	Thursday, 5 September 2013
Belfast	Thursday, 19 September 2013

Records Management 1

5 hours
CPD

London, Manchester, Glasgow and Belfast

Organisations face increasing pressure to manage their records according to statutory and business requirements. As the use of electronic records and the deployment of electronic document and records management systems continue to increase, the core skills of the person responsible for records management become ever more important to the organisation. In many cases, appropriate data protection and FOI compliance will depend upon a good records management system.

This invaluable training session, led by an internationally acclaimed records management expert, Philip Jones, examines core concepts of good records management practice.

Records Management 1 is an introductory level session that provides delegates with a thorough grounding in the fundamentals of records management, including:

- introduction - basic concepts
- records management tools
- records lifecycle approach
- designing a file plan
- records destruction
- legal framework/compliance
- management of electronic records and email

Delegates are encouraged to share their own experiences at the session. The day will be a mixture of presentation and practical exercises. There will be plenty of opportunity for questions.

A discount is available for delegates booking both Records Management 1 and Records Management 2 - see below.

“Very informative and gives new focus to records management tasks.”

Rachel Macleod
Shetland Islands Council

“I found the course very useful. Now to implement what I have learned at work.”

Rhona Scott
Perth & Kinross Council

“Excellent course.”

Tonia Gabriel- Pidomson
Shell

“Very helpful and thought provoking. Good to know that the problems I’m encountering are well-recognised. I’m not alone!”

Carol McDivitt
Crown Office & Procurator Fiscal Service

<p>The Trainer: Philip Jones See the Trainer’s biography on page 30</p>	<p>£395 plus VAT* 15% discount for second delegate 20% discount for third and subsequent delegates</p>																
<p>Who should attend: Records Managers, Archivists, Office Managers, Information Managers, Data Protection Officers, Records Management Officers, Compliance Officers, Freedom of Information Officers, Company Secretaries, Administrators, Database Managers, and others.</p> <p>*The fee for both Records Management 1 and Records Management 2 booked together is £695 plus VAT</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <table border="0"> <tr><td>Glasgow</td><td>Monday, 21 January 2013</td></tr> <tr><td>London</td><td>Monday, 4 February 2013</td></tr> <tr><td>Manchester</td><td>Monday, 4 March 2013</td></tr> <tr><td>London</td><td>Tuesday, 21 May 2013</td></tr> <tr><td>London</td><td>Monday, 2 September 2013</td></tr> <tr><td>Manchester</td><td>Monday, 30 September 2013</td></tr> <tr><td>Belfast</td><td>Monday, 21 October 2013</td></tr> <tr><td>London</td><td>Monday, 11 November 2013</td></tr> </table>	Glasgow	Monday, 21 January 2013	London	Monday, 4 February 2013	Manchester	Monday, 4 March 2013	London	Tuesday, 21 May 2013	London	Monday, 2 September 2013	Manchester	Monday, 30 September 2013	Belfast	Monday, 21 October 2013	London	Monday, 11 November 2013
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London	Monday, 11 November 2013																

Records Management 2

5 hours
CPD

London, Manchester, Glasgow and Belfast

Organisations face increasing pressure to manage their records according to statutory and business requirements. As the use of electronic records and the deployment of electronic document and records management systems continue to increase, the core skills of the person responsible for records management become ever more important to the organisation.

This course will examine how to implement good records management practice.

Led by an internationally recognised expert in records management, Philip Jones, Records Management 2 is an intermediate level session will provide a grounding in the fundamentals of records management, including:

- introduction - initiating a records management project
- records audit
- process mapping
- building a business classification scheme
- measuring performance
- EDRMS
- sustaining a records management programme

Delegates are encouraged to share their own experiences at the session. The day will be a mixture of presentation and practical exercises. There will be plenty of opportunity for questions.

Delegates electing to attend only the Records Management 2 course should have a knowledge of basic records management principles including classification, metadata and retention, which are covered in the Records Management 1 training course (see page 26).

A discount is available for delegates booking both Records Management 1 and Records Management 2 - see below.

“ Great handouts and useful folder to take away. ”

Emma Carroll
Home Office

“ All of it was extremely useful. ”

Claire de la Perrelle
Jersey Airport

“ Thanks, very helpful! ”

Yvonne Pascal
Acuity Management Solutions

“ Very knowledgeable tutor. ”

Nick Mitchell
Allen & Overy

<p>The Trainer: Philip Jones See the Trainer's biography on page 30</p>	<p>£395 plus VAT* 15% discount for second delegate 20% discount for third and subsequent delegates</p>																
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Practitioner Certificate in Data Protection

The Practitioner Certificate in Data Protection is the practical qualification for those who work in the fields of data protection and privacy.

The Programme

Individuals wishing to gain certification must complete the three elements of the Programme:

- 5 days face-to-face teaching
- study of course materials
- the Examination - held each June and December in London

25 hours
CPD

The tuition section of the Programme requires candidates to attend 4 one-day Compulsory Courses and 1 one-day Elective Course (see boxes below).

Compulsory Courses candidates must attend all 4 courses	Elective Courses candidates must choose 1 course
<ul style="list-style-type: none"> ■ Data Protection Essential Knowledge - Level 1 (p.6) ■ Data Protection Essential Knowledge - Level 2 (p.7) ■ Handling Subject Access Requests (p.8) ■ Data Security (p.20) 	<ul style="list-style-type: none"> ■ Data Protection in the Workplace (p.9) ■ International Data Transfers (p.11) ■ FOI and Data Protection - How They Work Together (p.14)

Each course is held in several cities throughout the UK at various times of the year. An exemption from the requirement to attend Data Protection Essential Knowledge - Level 1 is available to candidates who already possess a sufficient level of knowledge of the basics of data protection. Candidates wishing to apply for the exemption must submit a letter signed by their current or previous employer stating that they have worked in the field of data protection for at least two years.

Candidates who have already attended any of the Compulsory or Elective courses are not required to attend them again - a discount of £250 per course already attended will be applied to the Programme fee.

**This qualification has been devised in consultation with the
Information Commissioner's Office, and is accredited by The Law Society.**

For more information please visit www.dataprotectionqualification.com

Practitioner Certificate in Freedom of Information

The Practitioner Certificate in Freedom of Information is the practical qualification for those who work in the fields of freedom of information and environmental information.

The Programme

Individuals wishing to gain certification must complete the three elements of the Programme:

- 4 days face-to-face teaching
- study of course materials
- the Examination - held each June and December in London

The tuition section of the Programme requires candidates to attend 4 one-day Compulsory Courses (see boxes below):

20 hours
CPD

Compulsory Courses candidates must attend all 4 courses

- | | |
|--|---|
| <ul style="list-style-type: none"> ■ FOI Practical Training - Level 1 (Essential Knowledge) (p. 22) ■ FOI Practical Training - Level 2 (Applying the Exemptions) (p. 23) | <ul style="list-style-type: none"> ■ FOI and Data Protection - How They Work Together (p. 14) ■ Understanding the Environmental Information Regulations (p. 25) |
|--|---|

Each course is held in several cities throughout the UK at various times of the year.

Candidates who have already attended any of the training courses are not required to attend them again - a discount of £250 per course already attended will be applied to the Programme fee.

This qualification has been devised in consultation with the Information Commissioner's Office, and is accredited by The Law Society.

For more information please visit www.foiqualification.com

Trainers' Biographies



Sally Annereau is a Data Protection Analyst at Taylor Wessing. She has 20 years experience of providing advice on data protection, including six years working at the Information Commissioner's Office.

Sally regularly drafts internal data protection policies for large clients, and drafts and advises on global policies for use by organisations located across multiple jurisdictions.

Sally has contributed a chapter to the Law Society's *Data Protection Handbook*, and is the co-author of the data protection chapter of Sweet & Maxwell's *Practical Commercial Precedents*.



Grant Campbell is a Partner at Brodies LLP, where he leads the firm's non-contentious information law practice, recognised by the Legal 500 for its 'competitive edge'. Grant is an expert in data protection law and advises a wide range of public and private sector clients on all aspects of data protection compliance at both micro and macro organisational level.

Grant speaks regularly on data protection and freedom of information and contributes expert commentaries to the broadcast media on the data protection implications of current affairs. He is a contributing author to *Privacy & Data Protection* and *Freedom of Information*.



Peter Carey is a Solicitor and Consultant to London law firm, Charles Russell and a Visiting Fellow at the London School of Economics. He is described by the British Computer Society as 'one of the UK's leading data protection experts.'

Peter has written the UK's leading book on data protection (*Data Protection - a practical guide to UK and EU law - 3rd Ed. Oxford University Press*). He advises on all aspects of data protection

compliance.

Peter has gained a reputation for being a lively and motivating speaker. He regularly speaks at major data protection conferences and he is an acknowledged and accomplished professional speaker and trainer. Peter is also the Head of the Examination Board for the Practitioner Certificate in Data Protection.



Anna Condliffe is a senior Professional Support Lawyer specialising in freedom of information and all aspects of public law. Anna regularly provides training to clients in the public and private sectors on developments in freedom of information law and other public law issues. She also advises clients on freedom of information issues. Anna is responsible for drafting client publications on public law issues

and recently co-authored Herbert Smith's *Freedom of information: a guide for business*. She is the co-author of the chapter on the Environmental Information Regulations in the latest edition of the *Freedom of Information Handbook*.



Liz Fitzsimons is a Senior Associate at Eversheds specialising in data protection and freedom of information. She works for a wide range of clients, both public and private sector, including in the education, health, transport, energy and government arenas. Liz has experience in helping clients with complex and sensitive information requests, internal appeals, defending complaints to the ICO and working

with the Information Tribunal. She has advised on publication schemes, FOI planning and strategy, contractual provisions and negotiations, confidentiality arrangements and related data rooms, policies and procedures. Liz also advises on EIR issues.



Richard Hollis is the Chief Executive Officer for Risk Factory Ltd, a European information security risk management consulting firm. As a Certified Information Security Manager (CISM), Certified Protection Professional (CPP) and a Payment Card Industry (PCI) Qualified Security Assessor (QSA), Richard possesses extensive hands on skills and experience in designing, implementing, managing and auditing information

security programme. Over the course of his career Richard has served as Director of Security for Phillips (Paris) and Deputy Director of Security for the US Embassy Moscow Reconstruction Project as well as a variety of sensitive security positions within the US government and military. A celebrated and highly popular public speaker, Richard has presented to hundreds of audiences across the world on a wide variety of information risk management topics and techniques.



Philip Jones has over 31 years information management experience in public and private sector organisations both as a practitioner and at a senior management level. His wide range of practical experience has involved working in the areas of information legislation, information security and the electronic document and records management.

Philip is a co-editor of ISO 15489 International Records Management Standard. He is Chairman of the BSI Archives & Records Management Committee and is the author of a number of books on records and information management. He was appointed the first ever Visiting Professor of Records Management at the University of Northumbria in 2000. Amongst his other professional activities, Philip has served as Director and then Chairman of the Records Management Society. Philip is currently President of the International Records Management Council. Philip was voted UK Records Manager of the Year 2000. He has been a PDP accredited trainer for several years and consistently receives a grading of 'excellent' from delegates on his training sessions.



Richard Jones is the Director of Data Privacy at the global law firm Clifford Chance. He is based in London and coordinates the firm's global data privacy and management practice. Richard specialises in data protection and other similar projects which raise issues across multiple jurisdictions and / or legal or regulatory areas and has a particular focus on work in the financial services sector. Richard is co-author of the data protection chapter of Sweet & Maxwell's *Encyclopaedia of Employment Law* and a regular contributor of articles to *Privacy & Data Protection*.



Christine O'Neill is a Partner at Brodies LLP. She has an established practice in public and administrative law. She has particular expertise in freedom of information, data protection and regulation of investigatory powers.

As a litigator, Christine has been involved in a number of court actions involving FOI in Scotland, and she advises several public authorities on a range of FOI matters. Christine is a regular and experienced contributor to conferences and training on FOI issues.



Stephanie Pritchett is a Solicitor and Principal of Pritchetts, a specialist data protection and privacy law firm. She advises a wide range of both private and public sector clients on all aspects of data protection, freedom of information and privacy law. This has included advising on data protection and data retention audits, implementing internal compliance programmes and policies, compliant transfer of data in and

outside the EEA, buying and selling of databases, marketing and website compliance, data security, use of CCTV and dealing with subject access requests as well as on the interaction between FOI and data protection legislation. Stephanie is an experienced speaker and trainer.



Keith Reid is an award-winning thought leader and expert in compliance, ethics and governance. He was formerly the Group Director of Compliance and Ethics for BT (British Telecom) in London and is a past winner of the Compliance Register's Best Compliance Officer award, when he also won the Best Compliance Company award. He was subsequently the subject of a full-page *Daily Telegraph* national press article - 'Compliance and Science'.

He has an innovative and practical approach to compliance, using techniques such as 'Compliance not Complacency' - whilst recognising the 'Cost of Compliance'. His most recent Whitepaper - 'The Compliance Covenant' - was the featured article in *Compliance and Ethics Professional*, the US's leading industry journal, and takes a new and highly original approach to the challenge facing all compliance officers; that of changing the significant 'push' needed to deliver and maintain an effective compliance programme into employee 'pull'.

Keith is a frequently-requested international speaker, drawing on his wide-ranging practical experience of compliance, including the Bribery Act and Anti-Bribery and Corruption. His thought-provoking ideas and infectious enthusiasm appeal to diverse compliance, ethics and governance audiences, and readers, worldwide.



Sian Rudgard is a Director in the Privacy and Information Law Group at Field Fisher Waterhouse in London having previously worked as a Solicitor at the Information Commissioner's Office. Sian advises clients in both the public and private sector on a wide range of data protection and freedom of information issues with a particular focus on global compliance solutions. Sian is a regular and experienced contributor to

conferences and training on data protection and freedom of information, and since leaving the ICO has been responsible for training its staff.



Phil Tompkins is a Director at Dickinson Dees LLP and his practice area includes information law and IT law. Phil advises various private and public sector clients on all aspects of information law including freedom of information, data protection, data security and compliance issues. He also specialises in technology law including IT outsourcing.

Phil has provided advice in relation to freedom of information requests, refusal notices and data protection audits. He has also advised on complex data subject access requests and on the sale and use of commercial databases. He drafts data protection and information security policies. He frequently advises organisations in relation to data sharing and data protection aspects of using third party processors, including in relation to outsourcing deals.

Phil lectures on the LL.M. in information rights law and practice at Northumbria University. He is the co-editor of the *Information Sharing Handbook* published by the Law Society.



Eduardo Ustaran is a Partner in the Privacy and Information Law Group at Field Fisher Waterhouse in London. Eduardo advises international clients, including leading FTSE 100 companies, on the adoption of global data protection compliance strategies.

Eduardo wrote the data exports chapter of the Law Society's *Data Protection Handbook* and is co-author of the book *E-Privacy and Online Data Protection*. He is a regular contributor of articles to *Privacy & Data Protection*.



Damien Welfare is a Barrister at Cornerstone Barristers. He specialises in information law, including freedom of information, data protection, and the Environmental Information Regulations (of which he has made a special study), and local government law.

Damien appears in the Information Rights Tribunal, advises on a wide range of EIR, FOI and data protection issues, and regularly addresses conferences and seminars on these topics. Damien is a member of the Editorial Board of *Freedom of Information*, and contributes articles on FOI and EIR topics, as well as a regular update of ICO decisions.



Olivia Whitcroft led the data protection practice at PricewaterhouseCoopers Legal LLP for several years before setting up her own specialist firm. Olivia specialises in all aspects of data protection compliance, including conducting compliance audits and reviews, drafting data protection policies, contracts and frameworks, and advising on compliance and good practice.

Olivia has worked on projects across a wide range of industries including financial services, media, technology, retail, education and the public sector. She has advised both large multinationals and small UK companies alike, each benefitting from her experience of understanding and addressing the different needs of businesses of different sizes, and at different stages in their evolution.

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PDP In-House Training provides tailored training solutions delivered at a location of your choice. Whether you need training in data protection, FOI compliance, records management skills, PCI compliance, anti-money laundering or bribery, we can develop a course to fit your needs.

All PDP's training courses shown on the pages of this catalogue can be provided for your staff at your own premises or at a location of your choice. Additionally, we can tailor or create a course to suit the exact needs of your organisation.

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Choosing an in-house version of one of our training courses will be more economical where several members of your staff will be attending the session. You also benefit from having a PDP Trainer 'to yourselves' for the day, at your own premises – the Trainer can 'confidentially' answer questions relating to the specific compliance needs of your organisation.

Choosing an in-house training solution means that you are in control of the schedule – you choose the start time and duration of the session to suit your needs.

A further advantage of choosing an in-house training session is that your staff will not incur the travel costs associated with attending a 'public' session.

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Contact details

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	Email:	team@pdptraining.com
	Post:	PDP Training 16 Old Town London SW4 0JY United Kingdom
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- Cadwalader*
- London Borough of Barnet*
- First ScotRail*
- Cinema & Television Benevolent Fund*
- Allen & Overy*
- Nuclear Decommissioning Authority*
- The Attorney General's Office*
- Severn Trent*
- Pfizer*
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- Kensington & Chelsea Borough Council*
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 Organisation: _____
 Position: _____
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 Date of Course: _____

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 Position: _____
 Email: _____
 Name of Course: _____
 Date of Course: _____

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- Direct Marketing - Legal Risks and How to Overcome Them
- FOI and Data Protection - How They Work Together
- FOI in Scotland
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- Handling Subject Access Requests
- How to Conduct a Data Protection Audit
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Please fill in the form below and fax or post it to book your place/s:

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<p>Invoice details (if different)</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
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<p>Elective courses – fill in one date only*</p> <p>Data Protection in the Workplace</p> <p>Date: _____</p> <p>International Data Transfers - Overcoming the Limitations</p> <p>Date: _____</p> <p>FOI and Data Protection - How They Work Together</p> <p>Date: _____</p> <hr/> <p>* if you are exempt from attending Data Protection Essential Knowledge – Level 1 and/or if you have previously attended any of the courses, please tick the relevant boxes below:</p> <p>Exemption (if applicable)</p> <p><input type="checkbox"/> I am exempt from attending Data Protection Essential Knowledge – Level 1 (please supply us with details)</p> <p>Courses already taken (if applicable)</p> <p><input type="checkbox"/> Data Protection Essential Knowledge - Level 1</p> <p><input type="checkbox"/> Data Protection Essential Knowledge - Level 2</p> <p><input type="checkbox"/> Data Security</p> <p><input type="checkbox"/> Handling Subject Access Requests</p> <p><input type="checkbox"/> Data Protection in the Workplace</p> <p><input type="checkbox"/> International Data Transfers - Overcoming the Limitations</p> <p><input type="checkbox"/> FOI and Data Protection - How They Work Together</p>
<p>Preferred exam date</p> <p><input type="checkbox"/> Friday, 7th Dec 2012 <input type="checkbox"/> Monday, 9th Dec 2013</p> <p><input type="checkbox"/> Friday, 14th Jun 2013 <input type="checkbox"/> Monday, 9th June 2014</p>

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Date: _____	

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