**Data Protection Questions**

1. Your customer refuses to give you their personal details if your organisation is going to pass them on to another business. Do you:
2. Tell them they have to tell you or you can’t serve them.
3. Reassure them that your Data Protection policy means you are not allowed to pass their information on without their permission.
4. Tell them their personal details are entered into your customer database and you’re not sure what happens to them after that.
5. You are moving offices and need to sort out all your old customer credit card application forms. Do you:

a) Find out what your contractual obligations are and keep the information that you are legally obliged to, shredding everything else or putting it in the secure bin for shredding.

b) Throw everything away in the recycle bin and make a fresh start.

1. Scan all the information to your computer and save it on the Shared Drive.
2. Your manager has asked you to design a form for new customers to fill in. Do you:
3. Only ask for information that is relevant, adequate and not excessive.
4. Ask questions relating to the customer’s health and political views because it helps your equality and diversity monitoring.
5. Ask questions about your customers leisure interests so you can use it to sell products to them from your sports department.
6. You’re replying to an email from a colleague asking for personal information about a customer. Do you:
7. Use the business’s intranet system which is securely encrypted and use the customer’s initials only.
8. Ring your colleague and give the information over the telephone.
9. Tell your colleague you’re not allowed to give it to them.
10. Your manager has forwarded you an email from another department asking for customer information. You can see it contains an email trail which gives other confidential information. Do you:
11. Delete the confidential information from the email trail and send the information straight back to her so she can contact the other department.
12. Send the whole thing back to the other department.
13. Reply to your manager telling her she’s passed on confidential information.
14. You realise you have sent the wrong letter to a customer which contains personal information about another customer. Do you:
15. Report the matter as a data breach immediately to your line manager.
16. Contact the customer you sent the letter to and ask them to return it.
17. Pretend it didn’t happen and send the letter again to the correct customer.