



Your latest quarterly update from Project Bijou.

This quarter's update from our Commissioner, Emma Martins

"No doubt many of you will have felt sadness and horror on hearing about the spate of recent data breaches in the UK. Breaches involving: [1,230 victims and witnesses information](#) exposed by Norfolk and Suffolk police forces; data about [10,000 policing staff in Northern Ireland](#); and [40 million UK voters' information accessed](#) via an attack on the Electoral Commission's systems.

The nature of these breaches and the scale of the impact on individuals is almost unimaginable.

The harms, both now and in the future, are hard to quantify but it doesn't take much to imagine what the individuals and their families are experiencing.

It must surely prompt us all, regardless of whether we work in data protection or not, to reflect on how well we have engaged with the potential risks around failures to protect data, and consider whether there are things we can, and should, do better.

It is a legal duty for data protection regulators to raise awareness of the law's rights and responsibilities across the community. And as much as the initiatives run by this office, especially Project Bijou, have been hugely rewarding and interesting for us, there is a very serious side to the work we do in this regard. It is not enough for laws to languish on shelves - they need to be lived, breathed and nurtured. Organisations need to understand and be supported in delivering on their responsibilities, and individuals need to be aware of their rights and how to exercise them.

When stories like the ones we have seen recently hit the headlines, it gives us even more reason to double down on the work we do to build trust and confidence because our society needs it more than ever.

Data is part of every aspect of our lives. And yet laws that say how data about people should be protected have a reputation problem. Our aim, at this office, is to break down preconceptions and misconceptions to ensure everyone sees the intrinsic human value in treating personal data with care, respect and dignity. Because in treating data this way, we are treating the people behind the data this way. The stakes are high and are getting higher. The simple message behind Project Bijou is the aim to 'change behaviour, shift culture and reduce harm'.

We need to behave in a way that looks after personal data in our care, not just because the law says we must, but because we recognise that it gets to the heart of how we treat people.

We need to build a culture that prioritises the highest standards of data governance which will benefit our economy and our society.

And lastly, we need to understand the role that the above two things play in reducing harms.

Time and time again we see mistakes made by people, because no human being is perfect. But collectively, we can improve by committing to learn from mistakes. There is nothing stopping anyone from establishing new ways of working that take account of where and when human error could occur and taking steps to reduce the likelihood of errors occurring.

Finding a way to engage our whole community in these objectives is never going to be easy. Data harms are real and serve as a grim reminder of why data protection laws exist, the importance of persistence, and that your efforts to protect people's data are not in vain."

- Emma Martins
Data Protection Commissioner
Bailiwick of Guernsey

Bijou stories to share...

Emma Godfree



Creatively communicating good data protection practices

Data Protection Consultant Emma Godfree is something of a cult figure in the world of data protection for her short videos featuring snippets of wisdom, bringing the basics of good practice to a wider audience with humour and wit, while challenging preconceptions that data protection is dry and inaccessible.

We are delighted that she has produced [this special video just for Project Bijou](#) featuring the character 'Privasaurus' who, with the help of his Lego friend, gives viewers a crash course in basic data protection principles. We caught up with her for a [short Q&A](#) about what drives her, what she thinks the barriers to engagement in data protection are, and why it's important to break them down creatively.

Ellie Dowsett



How to engage employees and embed good data protection cultures

Data Protection Officer (DPO) Ellie Dowsett talks us through her data protection journey and how the connections she's made in the community have driven her to create a network of like-minded IT and

data protection professionals to support each other. [You can watch the interview with Ellie here](#) (14 mins).

Ellie has long championed the importance of having a good data protection culture within organisations and has many interesting insights about how this can be achieved (clue: support your DPOs!)

With security and data protection increasingly interwoven, Ellie feels that raising awareness is no longer enough, there needs to be long-term cultural change so that DPOs are recognised and supported for the value they can bring to organisations by implementing strong data safeguarding practices.



The power of words. Using stories to dismantle legalese and communicate clearly

Judith Ratcliffe is a privacy professional with experience working for government departments, retail banks and private organisations across a wide range of sectors.

In [this interview Judith shares her broad knowledge and experience](#) in a compelling way. She outlines how you can apply these insights to your work taking care of people's data. Judith shares some of her top privacy tips which include, "Saying no could actually be the best piece of advice you ever give to someone." She uses stories to powerfully illustrate why data protection is everyone's concern and sets out her argument for the right to have 'offline' services provided.

Over to you...

If you wish to play an active part in Project Bijou, below are some suggestions for what you can do:

1. Let us know who you want to hear from

Is there someone locally or further afield that you would like us to approach to be a contributor to Project Bijou? Maybe you know someone that is inspiring and can help us expand these conversations? Perhaps you have your own story to share? [Let us know](#).

2. Pick up your 'Bijou Box'

If you have not already done so, visit the ODPA to pick up your 'Bijou Box' ([find us here](#)). The box itself, and its contents, are designed to help keep the project in your mind, and to spark conversations with others.

3. Pass the baton

The more people that know about Project Bijou the bigger its community will get which in turn will help its goals be achieved. You can help grow this community by inviting others to take a look at the [project's resources](#), or to become a [subscriber to this newsletter](#).

Take a look at the Toolkit ([page 8 of this document](#)) for other suggested project work.

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