

Clarification on GDPR breaches

In early September we updated you on what action to take where you identify that personal or sensitive information has been shared within the case reports of evidence submitted for a candidate. A reminder of the process is below.

However we would like to provide clarification on what does and does not constitute a breach, following a number of queries.

A GDPR breach, in the case of the PBA, is any instance where personal data or information has been shared which could be used to identify an individual. Put simply, it's any private details that the individual wouldn't want to fall into the wrong hands.

Examples may include:

- Full name or fully legible signature (*E.g Mary-Beth Lacey or Christine Cagney*)
- Phone number
- Home or work address
- Date of birth
- Bank account
- Insurance policy details

Where information is present, you should ask yourself "*am I able to identify the client from the information?*". If the answer is yes then notify us, if the answer is no then you can proceed.

In the case of the PBA, these examples would **not** constitute a GDPR breach. This is because you cannot identify the client from the details alone:

- Practice name (*e.g. Paws 'r' Us*)
- Patient name, (*e.g. Tabby the cat*)
- First name of client (*e.g. Mary-Beth or Christine*)
- Insurance policy number which is unidentifiable (*e.g. PETXYZ2345P*)

Please use a common-sense approach, and if you're not sure just ask us. However we can't look at any evidence where you inform us there may be a breach.

GDPR notification process...

Where an Examiner identifies that a candidate has disclosed personal and/or sensitive client information within their submission evidence the following action should be taken by Examiner 1:

1. Contact the City & Guilds VN Quality team to inform us of the breach
2. Cease the 'preparation' phase immediately, and do not proceed to the 'collaboration' phase with Examiner 2.
3. Do not communicate with the centre and/or candidate.
4. Delete any documents you may have downloaded and/or saved.

The following action will then be taken by City & Guilds:

1. City & Guilds will inform Examiner 2 of the breach and that the PBA is cancelled.

2. City & Guilds will contact the centre directly and withdraw the candidate.
3. City & Guilds will inform the RCVS of the data breach, including candidate and centre details.

Candidates are not permitted to complete the assessment within the same phase. However, may be re-entered by the centre in the next phase (where applicable) for an additional fee.