

Data Protection Training Products & Services

As one of the most experienced providers of UK-wide in-house legal management training, MacRoberts offer practical and effective training on all areas of data protection law and information governance.

The benefits of these training and other services include the following:

- Build management confidence.
- Build customer confidence.
- Provide a unique selling point to your customers (privacy is a good thing!)
- Improve record management and efficiency.
- Ensure compliance with the law and reduce the risk of being sued or prosecuted.

Training Provided

Training is offered in a flexible format of either half-day or full day master classes or a series of breakfast or evening seminars. These can be held in our Glasgow or Edinburgh offices or at your own premises.

Every business has different requirements, so whether you require training in the lawful monitoring of employees, or simply want a refresher course on how to deal with subject access requests, we can always tailor training to suit your business needs.

In addition to our full training service, we also provide assistance with the drafting and preparation of your data protection documentation. Whether you need assistance with putting together fair processing notices, or require a complete overhaul of you data protection and acceptable use policies, our team would be delighted to help.

We also offer a full and comprehensive Data Protection Compliance Audit package. Regulatory compliance is often regarded as a cost of doing business with little benefit accruing in return. However, this perception is unfounded with respect to compliance with data protection rules. Not only does it insulate business against enforcement action and compensation claims, compliance with data protection rules actually has numerous benefits for businesses including brand protection and enhancement. Many clients now consider a proactive approach to privacy and a declared and evidenced compliance with data protection rules as a unique selling point within their markets and a strong basis for developing a bond of trust with their customers and staff.

Good data protection practice also helps to create and retain value in customer and other databases. Without exception, a business with good data protection practice is a more efficient and cost-effective business.

MacRoberts have considerable experience in carrying out multi-site data protection audits and in achieving creative and practical methods of making the processing of personal data lawful, having worked with both UK wide PLCs and multi-national companies.

We also offer the following additional services:

- A Data Protection telephone helpline which is available to your Data protection Compliance Officers for a flat annual fee;
- DP Updates - Where we keep you up to date on developments in the Courts, in parliament and in the Office of the Information Commissioner. This service is offered free to clients;
- DP Policies - We will draft or revise your data protection policies for flat fees;
- DP Outsourcing services - We will revise or draft data processing agreements to keep your data safe when it's with a third party and also keep your own business compliant.

Our team includes the following key personnel:

Valerie Surgenor, Senior Associate

Valerie Surgenor, head of the MacRoberts Data Protection Compliance Team, has considerable data protection experience and in particular in the carrying out of European and UK wide Data Protection Compliance Audits. She recently led the data compliance team in carrying out a 33 UK-based site data protection compliance audit and led on the UK aspects of a multi-jurisdictional data compliance audit for a US multinational.

Val regularly advises clients on all aspects of data protection, including; data interception and monitoring (including employee monitoring) and whistleblowing issues; transfer of data outside the EU contractual arrangements for such transfer; subject access requests; the transfer of personal data in corporate transactions and website compliance.

She has written extensively in the areas of data protection and information security, and is a frequent guest speaker on data protection matters and regularly provides tailored training to a wide range of clients.

Iain Wisely, Associate

Iain is an Information Law specialist with particular expertise in Data Protection. He holds a Masters Degree in Information Technology and Telecommunications Law and provides advice to a wide variety of public and private sector organisations and social enterprises.

He has extensive experience advising on direct marketing and handling information requests and has drafted privacy notices for many major businesses. His experience includes helping one of the UK's biggest online retailers manage a significant security breach and leading a Data Protection compliance audit on the entire UK operations of the world's leading direct savings bank. He has also advised a global banking group on transferring data internationally and assisted many businesses in reducing their Data Protection compliance risks in their online operations while still maximising their opportunities. Iain is an accomplished trainer who has run Data Protection workshops and seminars for UK trade associations, financial institutions and numerous SMEs.

David Flint, Partner

David heads up MacRoberts Technology Media and Communications Group. With more than 30 years experience in technology he is able to bring a unique focus to Data Protection issues.

In addition to providing strategic advice and support to clients in relation to data protection matters, David has been involved in a number of major data protection compliance audits in the UK and Europe.

He has contributed to an American Bar Association publication on e-mail policies for business and lectured on data protection subjects in the UK, Europe, United States and Australia,

For further information on any of the above, or any data protection matter, please contact:

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