

CASE STUDY



DATA PROTECTION TRAINING

Challenge

As with all organisations in the insurance sector, our client processes a large amount of personal data and has significant data protection compliance responsibilities.

Our client required **bespoke training on GDPR compliance** to be delivered for their newly appointed data protection champions. Given the ongoing pandemic and many staff working from home, our client requested that the training be **delivered via an online platform**, but still provided face to face so that delegates could feel comfortable asking questions and to ensure understanding.

Solution

The Information Commissioner's Office ("ICO") is clear, throughout its accountability guidance, that high-quality training must be delivered to all staff at the appropriate levels, depending on their positions in the organisation and how intensively they use and manage personal data.

We designed and delivered a **bespoke training course** for our client's data protection champions by using Microsoft Teams. This enabled us to share screens to display our PowerPoint slides and perform exercises, as well as to engage in discussion with each of the delegates via video conferencing.

When designing the bespoke course, we discussed and agreed with our client the content that would be most appropriate. This included **familiarising ourselves with the internal policies and procedures that they wanted us to refer to and highlight throughout the training course**.

Impact

The approach that we adopted enabled us to produce **high-quality, comprehensive, face-to-face training**, delivered online. It meant that we could **answer all delegate queries**, as well as give **practical recommendations for best practice compliance**.



Somerset Bridge, an insurance broking and claims management company

Client testimonial

"We contacted Pritchetts and asked them to deliver a bespoke training course on specific areas of data protection law compliance for our group data protection champions. Our organisation had particular needs and we wanted tailored training delivered via Microsoft Teams, not an off-the-shelf training solution. Pritchetts were very responsive and easy to liaise with. They spoke to us about our business processes and our existing policies to ensure that the course content was tailored appropriately and we could make the most of the day of training. Stephanie and Ben, the Pritchetts Law partners delivering the training, were superb presenters. They clearly had a great deal of practical experience and in-depth legal knowledge to deal with the queries we threw at them. They gave us lots of examples of how to comply with the law in practice, as well as helping us to understand how it applied to our specific business requirements. We would highly recommend their in-house data protection training services."

Ceri Sharples, Learning & Development Manager, Somerset Bridge Shared Services Ltd

You can find out more by [emailing us](#), or calling us on 0117 307 0266