Communications Procedure

Version number: 1.0

Publish date: 16-05-2018

Document control	
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Authorised by	Upper Management
Physical Copy location(s)	Operations Folder
Source Copy Location(s)	Dropbox - GDPR123\Documents\Final Documents
Published Copy Location(s)	www.Dephoto.biz\GDPR
Other Referenced Documents	
Related Material	
Acknowledgements	GDPR123
Distribution	Upper Management, Franchise Owners, All Staff

Version Control				
Title	Communications Procedure			
Description	Ensure that all communications are compliant with the regulations of GDPR and that the necessary communication records are kept and retained in the manner specified.			
Created by	Mike Moore			
Date Created	16-05-2018			
Maintained by	Upper Management			
Version Number	Modified By	Modifications Made	Date Modified	Status
1.0	Mike Moore	First creation	16-05-2018	Published

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DE Photo (Franchising) Ltd. | Company Reg No. 5160591 | ICO Reg No. Z2569824

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Purpose

In addition to supporting business operations, this procedure will ensure that all communications are compliant with the regulations of GDPR and that the necessary communication records are kept and retained in the manner specified by DE Photo (Franchising) Ltd's Information Security and Data Protection Policies.

This policy covers the following communication methods:

- In Person
- Telephone
- Email
- Social Media
- Electronic Messaging

Prerequisites

For this procedure to be followed the following conditions need to be met:

- All parties need to be aware of their roles and responsibilities.
- The correct communication methods and protections are in place and configured.
- Any systems/services/devices referenced need to be available to the relevant parties.
- All parties have had the relevant training and the training is current and up to date.

Conditions

In order for this procedure to be enacted the following conditions should be met:

- There is a need to communicate between parties.
- There are open communication channels that are usable and authorised.

Outcomes

Once this procedure has been enacted the following should result:

- The necessary communication has taken place.
- Where necessary the records of what was communicated, to whom it was communicated and how it was communicated.
- All communications were protected by appropriate levels of security.
- The communication took place with the necessary authorisation.

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Process

In Person & Telephone

Introductions must cover name and organisation, department or team details where these are not known to all present. Be aware of possible disclosure through being over-heard and use a private office or meeting room for private discussions.

Email

Email is a commonly used channel. The following steps should be used by staff and franchisees:

1. Regularly check email to ensure all items are picked up
2. Phone or face-to-face for urgent Information Security issues
3. Reduce acknowledgement emails or cc'ing people unless specified
4. Address the main recipient directly and cc any parties that need disclosure
5. Ensure that distribution lists are targeted and updated
6. Set clear subject lines with key words that identify the topic
7. Consider alternatives to attachments, such as copying relevant text
8. Use bullet points rather than narrative to set out points or actions
9. Keep to one subject per email

Social Media

Social media should only be used by certain members of staff, no personal information or views are to be associated with the social media communication. No direct interaction with individuals should be needed. Use social media according to the social media marketing plan.

Electronic Messages

SMS Messages or electronic messages should not be used for Information Security issues.

Management and Review

This policy should be reviewed as scheduled once annually unless performance indicators, changes to legislation or the organisation necessitate it.

Last Review Date: 16/05/2018

Next Review Date: 16/05/2019

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