



Data Controller Console – FAQs

1. What is the Data Controller Console (DCC)?

The Healthy London Partnership in consultation with stakeholders across London have co-designed and developed the Data Controller Console. The DCC is one element of the London Health and Care Information Exchange. It is an online application that enables organisations to have visibility and aid administration of their ISAs, reducing time and effort for organisations involved. It will provide a safe and secure mechanism for organisations to create and join sharing networks and rationalise/reduce the number of ISAs in use through awareness of all current ISAs; making best use of resource and moving towards the concept of a 'Club' by developing a 'trusted' data sharing environment for organisations across geographies and organisational boundaries.

The Need;

- Difficult to tell the number of Information Sharing Agreements (ISAs) in use
- Confusion in system due to amount of agreements
- Time consuming manual process to manage/administer
- Lack of visibility of organisations involved in ISAs
- No standard ISA, DPC, DPIAs in the system
- GDPR Legislation comes into force May 2019 increasing requirement for monitoring and reporting of agreements and data flows
- No central store of 'rules' for sharing regionally and locally

2. What functionality does the DCC provide?

The DCC is designed to:

- Enable you to register your organisation's details and thus get approval to use the DCC
- Allow you to store all your information sharing agreements (ISAs)
- Enable you to add and update ISAs
- Provide you with an ISA expiry date notification or allow you to specify if it's an on-going ISA with a review date.
- Provide you with a list of registered organisations, so that you may invite them to join your ISA
- Allow you to invite a non-registered organisation to join an ISA
- Allow you to add additional users within your organisation to manage / view an existing ISA

3. What are the key benefits of the DCC?

The key benefits of DCC are:

- Identify contact information of participating organisation and better transparency and visibility of ISAs
- Centralised online storage rather than paper-based agreements in each NHS organisation
- Allow organisations to track, report and monitor their information sharing agreements
- Ability to upload and view information sharing agreements

- Enable organisations to sign up to agreements on mass i.e STP wide ISAs
- Easy access to your ISAs using any device with internet access
- Organisations and citizens will be able to express their sharing preferences at a more granular level
- Reduce duplication in the system by supporting 'club' sharing

4. What is GDPR?

The **General Data Protection Regulation (GDPR)** will be the new data protection law from 25 May 2018 and will replace the current EU data protection directives and the UK Data Protection Act 1998. It will strengthen and unify [data protection](#) for all individuals across the [European Union](#) (EU) including the rules governing the export of personal data outside the EU. The GDPR aims to give control back to citizens over their personal data.

5. Will the Data Controller Console help with GDPR Requirements?

Article 30 of the GDPR highlights the need for data controllers to maintain records of processing activities to include details of processing organisation(s), processors and recipients of personal data, purposes of the processing, transfers to third countries, retention schedules and description of technical and organisational security measures to protect the data. The information in the DCC will be available to user organisations to use as part of meeting these requirements. The Data Controller Console will help with most but not all of the requirements in Article 30.

6. How easy is it for me to register/setup and use it in the practice?

It's very easy to register onto the Data Controller Console. Simply go to <https://datacontroller.london> and select the '**Register New Organisation**' button to complete a short form. Once submitted, the Regional Super User (RSU) for your STP will make a decision and you will be notified by email. Go to <https://www.healthylondon.org/digital> to find out more about the Data Controller Console and 'How to..' guides.

7. What client PC software is required?

The DCC portal is web based and can be accessed via Internet Explorer (ideally version 10 or above), Google Chrome (version 6) and Safari. If you experience difficulties in using DCC with your browser, please contact the DCC team on England.DccSupport@nhs.net

8. Can DCC be accessed via portable devices, for example a mobile phone?

Yes. DCC is available on any device with access to Internet Explorer or Google chrome. This can be a laptop, computer, mobile device, tablet etc.

9. Will there be a user group?

Yes. There will be a user/working group established with membership being IG managers, Caldicot Guardians and other staff who are/will be actively using the portal. If you are interested in joining this group please email England.DccSupport@nhs.net

10. I haven't received an invitation email to join the DCC. What do I do?

When your organisation is invited or when your request to join the DCC club has been accepted, you will receive an email from no-reply@datacontroller.london detailing what you should do next. Please check your Junk Email folder as some automated emails can be seen as spam email. If you still cannot find the invitation, please contact the DCC group email at England.DccSupport@nhs.net

11. How do I request user login details for the DCC?

You will need to contact your Organisation Super User / IG lead to get them to add you onto the DCC console from the 'Organisations Profile' tab. You will receive an email from no-reply@datacontroller.london. If the email isn't on your Inbox, please check your Junk Email folder first before contacting the DCC support email England.DccSupport@nhs.net

12. I am not able to access the Data Controller Console

Please check the following before contacting the DCC support email England.DccSupport@nhs.net

- Ensure that you have the correct URL: <http://datacontroller.london> (please do not use www in the URL)
- Ensure that you are using an up-to-date internet browser (minimum Internet Explorer 10 and above)
- Ensure that your Firewall setting allows access to the DCC site (<http://datacontroller.london>)
- If you have forgotten your password, you can set it by going to <http://datacontroller.london> and select the 'Forgotten your password?' hyperlink then entering your email address. Note: Your email must be registered in the DCC for you to receive a change password notification.

13. Will you provide flexible training and support?

We run weekly WebEx training sessions for the Data Controller Console every Thursday at 1pm <https://www.healthylondon.org/digital/data-controller-console/webex-training>. Please email the DCC mailbox to book onto a session at england.dccsupport@nhs.net

14. What are the support/help arrangements?

You are able to contact us Monday to Friday between 9am and 5pm via:

- 'Provide feedback' section on the DCC portal (if you are logged into the DCC)
- via our email: England.DccSupport@nhs.net

15. What will we be sharing with whom?

The DCC will show an organisational profile with IG Toolkit scores, ICO number and any other information an organisation chooses to share. Where possible, Information Sharing Agreements and Data Processing Contracts will be made available to others once the host of the document has confirmed they would like it to be published.

16. Will I still have to sign off ISAs with my CCG and other organisations?

Your organisational governance model to sign off agreements will not change, once your organisation has accepted the ISA the authoriser will simply sign in and select the 'Accept' option which will confirm the ISA has been signed off.

17. How do I know that the ISA is legal?

Information Sharing agreements are not legally binding contracts however the ICO suggests ISA's are best practice for sharing information.

18. Can I opt out of sharing with an organisation?

As a host you can create an ISA and invite organisations to participate in an ISA. As a participant, you can choose to **Accept** or **Reject** an invitation to participate in an ISA. Please see our 'How to..' Quick Reference Guides on the HLP website: <https://www.healthylondon.org/digital/data-controller-console/training-resources-for-data-controller-console>

19. Could I still see their information if I do not share mine?

If an ISA has been made 'visible' for other organisations to view, then yes you can search through all available ISA's in the DCC and see the ISA information and the organisations participating in this ISA.

20. Will my patients be able to still prevent sharing with an organisation? Would they still have to give direct consent?

The DCC will only capture agreements between organisations, if a patient chooses not to share their information please follow your organisational protocol.

21. Does the DCC cost me anything?

The DCC is free to all Health and Care organisations in London until April 2019.

22. I haven't received a notification for an ISA update/invite. What do I do?

Check the 'User Profile' tab to ensure that there is a tick next to the update profile checkbox before contacting the DCC mail box at england.dccsupport@nhs.net

23. What are the different types of documents that can be uploaded in the Data Processing Contract tab?

Data Processing Contracts (DPC) – Data processing contract is a contract that sets out the legal responsibilities of the organisation being engaged to process the data on behalf of the data controller. This is in line with data protection legislation that requires contracts in place between a data controller and a processor in order to set out the nature of the processing, purposes, duration, types of data etc. Contracts are usually used where there is a financial element to the processing.

Data Processing Deeds (DPD) – Data processing deed is similar to a DPC but is used in the event that financial elements are not included in the document. Some organisations use the term **Data Processing Agreement** instead of Data Processing Deed. In either case the document sets out the nature of the processing, purposes, duration, types of data etc. The deed signatories must be witnessed and the following is included which wouldn't be in the Data Processing Contract 'Signed and Executed as a Deed'

Service Level Agreements (SLA) – Service level agreements are used throughout the NHS to list the minimal service requirements and or limits of the service to be provided by one organisation to another. They may be stand alone or sit alongside a service contract. These SLA's may also include directions on what can be done with data.

Service Contracts – A contract for services to be provided by one or more organisation to another/others. An example of this could be a contract between the NHS and a third party when outsourcing services following a successful tendering process. These contracts will usually include a commercial element as well as the [data sharing arrangements](#) and as a result be highly commercially sensitive with implications for [FOI responses](#).

24. Where can I obtain further information about the DCC?

Further material is available on the London Digital Programme (LDP) website, including user videos and guides, project updates and feedback forms. The material can be viewed and downloaded from here: www.healthylondon.org/digital.

25. Who do I contact to discuss this further?

Please contact: england.dccsupport@nhs.net in the first instance and they will direct your query accordingly.