Tapmydata

The Church of Scotland

CHURCH OF SCOTLAND LEAD THE WAY FOR COVID19 BEST PRACTICE IN SECURITY AND PRIVACY OF PARISHIONERS WITH TAPMYDATA

The Church of Scotland is one of the largest religious organisations in the country with over 330,000 members, and people regularly involved in 1,000 local congregations and groups. They have around 800 ministers serving in parishes and chaplaincies, supported by more than 200 professional and administrative staff.

Most parishes are in Scotland, but they also have churches in England, Europe and overseas. The Church of Scotland plays a pivotal role in Scottish society and works with communities worldwide.

As a pillar of society and trusted custodian of much special category data for so many people, the Church faced a challenge to re-open after Covid lockdown was lifted in Scotland and elsewhere. Educating stakeholders on their responsibilities for safeguarding and contact tracing and keep people's details safe from loss or misuse.

Since July, Tapmydata provides the Church of Scotland with a check-in solution for their congregations and data protection team. The Tapmydata mobile app, used by people to check-in, and the online portal, where churches manage check-ins, has been rolled out to churches across Scotland, with hundreds of people checking-in using a unique QR code system.

"We needed a system which was as secure as possible, where the company involved had experience of handling personal data. The origins of Tapmydata in handling DSARs was very attractive in this regard"

Allan Simpson, Data Protection Officer

THE PROBLEM

The Church of Scotland has hundreds of congregations in both rural and urban locations. As they are emerging from lockdown each congregation needs a means to record contact details of those who attend, not just for worship, but other events and activities in Church buildings.

This meant they needed to be able to record attendance at hundreds of locations, for multiple event types, with people from a wide range of age groups including children.

There was also a need to carry out or attendance register data collection in such a way that limits exposure to bad actors.

As some congregations were more aware of electronic options than others, it was important for the Church to present congregations with a single, simple method for collecting personal data electronically.

Their default process was paper based, as some of their congregations are remote and lacking consistent internet or mobile phone connectivity.

With the 'bad actor' issue in mind, the Church of Scotland wanted to avoid a situation where each congregation was forced to find its own way to collect personal data electronically. Such an approach could lead to multiple points of failure putting data under severe risk from phishing attacks and scammers.

THE NEED

"We needed a system which supported our 'minimum touch' approach, where congregations have as little to do with the overall process as possible"

Allan Simpson, Data Protection Officer

The Church proposed a process of, **"in-form - collect - retain - dispose"** operating on a 21-day retention and disposal cycle, which should never be interrupted unless Test & Protect officials need access to the personal data involved.

Any interruption should only happen under the control of the Data Protection Officer. The activity of accessing and sharing the personal data involved being focused on one department acting as a liaison between congregations which collect the personal data on one hand and NHS Test & Protect officials on the other. The DPO office is responsible for verifying the identity of officials making such requests and then sharing the data with them in a secure manner.

Finally, the Church needed a system which would support its obligations as a data controller to observe the data protection principles and **uphold the rights of their data subjects.**

They also needed something capable of giving central management control to the data protection officer's office. From the point of view of collection, retention, deletion and sharing.
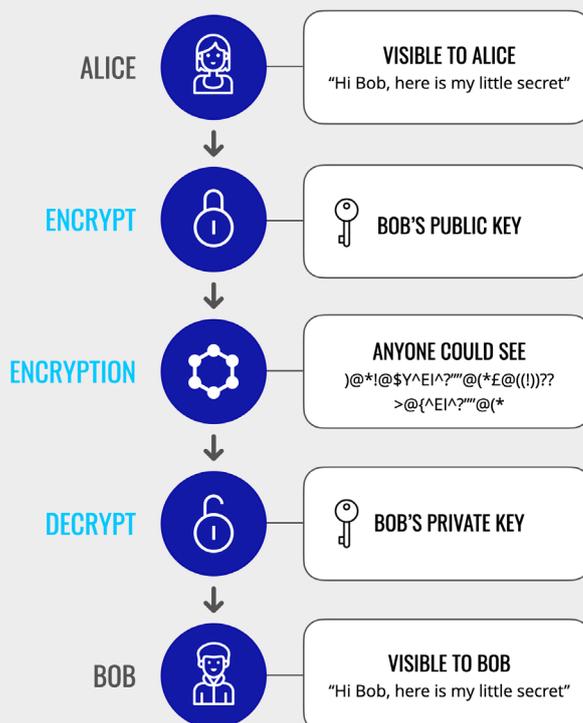
Their objective was to have an online system which would be as simple as possible for the congregations to deploy and remove any need for local representatives to have access to the personal data involved.

They also wanted the personal data kept in an encrypted state from the point of collection until deletion was complete and support stringent access controls.

"The personal data we collect is all in the context of church attendance, so most, if not all of it can be classified as special category data. An app developed a couple of months before to register attendance in a pub wasn't going to be good enough."

Allan Simpson, Data Protection Officer

Tapmydata uses advanced end-to-end encryption to keep user data private and secure.

ALICE		VISIBLE TO ALICE "Hi Bob, here is my little secret"
ENCRYPT		BOB'S PUBLIC KEY
ENCRYPTION		ANYONE COULD SEE)@*!@$Y^EI^?""@(*£@((!))?? >@{^EI^?""@(*
DECRYPT		BOB'S PRIVATE KEY
BOB		VISIBLE TO BOB "Hi Bob, here is my little secret"

THE RESULT

The system allowed the Church to keep personal data encrypted at the point of collection; our engineers or anyone else at Tapmydata are unable to access it.

The admin system gave the Church a way to control personal data collected from multiple locations. All congregations need to do is print out QR code images and accompanying privacy notices and display them in their church buildings.

Any church using Tapmydata didn't need to maintain multiple paper registers for every activity throughout the day.

Tapmydata supports the primary paper-based collection method and allows the Church to make use of "hands off" collection of personal data, where it is immediately held at a central location and managed there.

Church officials need not concern themselves with it any further and can get on with their important community work.

Once a user used Tapmydata mobile app to check-in, The Church can send them a push notification of the Scottish Government FACTS COVID-19 pandemic guidance on how to keep safe, delivered to their 'phones.

"With our special category data processing needs, Tapmydata was the obvious 'responsible' choice. It is secure, it if flexible, it is well supported, it is easy to use and it is British"

Allan Simpson, Data Protection Officer

"Covid has pushed a whole raft of people and organisations online for the first time, and it's great to be able to help in these new use cases and situations where data needs to be shared for the common good, but with respect for the law and responsibilities to do the right thing. Tapmydata is proud to work with the Church of Scotland and their communities."

**Gilbert Hill
CEO Tapmydata**

Tapmydata

If you want to learn more about how we can help your business handle personal data securely and safely, please get in touch.

tapmydata.com