



Customer data confidentiality agreement

Confidentiality agreement for:

Insert practice name in box below

hereafter, 'the Practice'.

Data is released in accordance with APHA's public Data Protection Statement:

(<https://www.gov.uk/government/organisations/animal-and-plant-health-agency/about/personal-information-charter>) and the exemption in Section 31 of the DPA 1998: Release of Customer Data from APHA to the Practice

Confidentiality undertaking:

1. The data supplied to the Practice shall be limited to data extracted from Animal and Plant Health Agency (APHA) customer records, sufficient to allow Official Veterinarians (OVs) to complete work on behalf of APHA, as agreed between APHA and the Practice. The data to be shared will be restricted to farmers' core information (i.e. name, address, postcode, telephone number, CPH, map reference) and data necessary to complete the allotted task, e.g. previous test results, relevant inspection reports. The tasks will be limited to the detection and control of animal diseases and the furtherance of APHA and welfare matters.
2. The data will not be used for any purpose other than fulfilling tasks requested by APHA of OVs, as agreed between APHA and the Practice.
3. The data will not be copied at all to any person or body other than those directly assigned to this purpose within the Practice, without the written permission of APHA or Data Subjects.
4. No material will be published in such a way that information relating to any particular land, business or person can be inferred from it, i.e.:
 - a) statistical information based on fewer than five individuals, holdings or businesses, nor other material which enables such figures to be deduced will be published
 - b) narrative statements, which may contain data that allows individuals to be identified, will not be published.
5. The data in any form will be managed in line with good practice¹ and in the light of operational

¹ Framework code of practice for sharing personal information. Information Commissioner's Office, October 2007
www.ico.gov.uk

experience to ensure (among other things) that:

- appropriate security arrangements are in place and regularly reviewed
 - retention and deletion policy is regularly reviewed
 - data will be suitably destroyed when no longer needed, as authorised by APHA
 - hard copy data will be handled appropriately, i.e. not unnecessarily copied or transcribed, and managed securely, not supplied to unauthorised persons and managed and treated as a valuable asset in its own right.
6. Access to the data supplied for the purposes detailed above shall be logically access-controlled, e.g. by the use of unique UserID access, on a 'need to know' basis within the Practice. Those persons having access to the data shall:
- have undergone a full background check as part of recruitment procedures
 - be regularly trained in data protection responsibilities, risks and Information Security policies
 - be aware of their responsibilities regarding the confidential nature of APHA personal data requirements
 - understand and comply with the measures that the Practice has in place to protect personal data against unauthorised or unlawful processing, and against accidental loss, alteration or disclosure and,
 - understand the potential impacts, including loss of reputation, on the Practice in the event of data loss incidents.
7. The customer data shall not be copied onto removable media (including CD-Rom, removable memory media and/or laptop computer) unless appropriate security provisions are in place, e.g. encryption/password access, and there is an agreed business need to do this. APHA should be consulted in the event of this requirement.
8. The data extract will be provided in the form of an encrypted attachment to an email, to recipients with email systems which do not comply with Government Secure Internet (GSI) requirements. The decryption password will have been supplied previously through a different medium.
9. The Practice shall be responsible for any breach of this agreement by any of its staff or other agencies, and in the event of deliberate or negligent publication or disclosure by any third party facility or agency used by them for the purposes of sending any documentation or other confidential information to the Discloser.
10. The Practice will indemnify and keep indemnified APHA against all actions, claims liabilities and direct damages, costs charges and expenses which it may incur or suffer (whether through third party action or otherwise) arising out of or in connection with any breach by the Disclosee (including for the avoidance of doubt a breach envisaged by clause 9 above) of any of the terms of this agreement.
11. If you lose any customer data, you should inform us immediately by emailing InformationSecurity@apha.gov.uk or calling 07825 934705. If outside office hours, please contact the Defra Duty Room at DutyRoom@defra.gov.uk, or telephone 0207 270 8960. It is important that any losses should be reported quickly to us so that we can determine how serious the breach is, what action needs to be taken and who needs to be informed.

On behalf of the Practice, I hereby agree to adhere to these conditions regarding the use of APHA customer data.

Signatory details

Name in block letters

Date

Job title

Telephone number

Email address

Manager’s details (if applicable)

Name in block letters

Date

Job title

Telephone number

Email address**Using and sharing your information**

How we use your personal data is set out in our [personal information charter](#) and [privacy notices](#).

When completed, please return this Agreement to CSCOneHealthOVTeam@apha.gov.uk

APHA is an Executive Agency of the Department for Environment, Food and Rural Affairs and also works on behalf of the Scottish Government, Welsh Government and Food Standards Agency to safeguard animal and plant health for the benefit of people, the environment and the economy.