

HELPLINES

in Data Protection and Freedom of Information



HELPLINES IN DATA PROTECTION AND FOI
FROM AMBERHAWK TRAINING LTD
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HELPLINES IN DP AND FOI

Data Protection (DP) and Freedom of Information (FOI) legislation can be difficult to understand and complicated to put into practice.

Amberhawk is particularly strong in the field of Data Protection, Human Rights, and Freedom of Information. We run two dedicated and confidential telephone Helplines to assist you; one Helpline is dedicated to data protection the other dedicated to FOI. There is a discount if you subscribe to both helplines.

The Helplines provide access to Amberhawk's experts in the field. A Helpline subscriber can be assured that its nominated person, responsible for Data Protection or FOI, can speak to an expert practitioner, in confidence and at short notice. This important support can strengthen your organisation's DP and FOI activities, which will be invaluable, when, for example:

- unforeseen practical problems arise on implementation or interpretation;
- a "helping hand" is needed to resolve an issue, or arguments need to be tested against an experienced "sounding board";
- options or consequences related to a particular course of action have to be identified and then assessed;
- delicate situations need to be explained or it is difficult to contact the authorities for advice.

Examples of problems

Our experts have several years of experience in fielding a variety of complex questions via the helpline. For example:

- "Our organisation now employs statutory powers to obtain some personal data. How should we change our information collecting methods?"
- "Our company has decided to use its mailing list to promote the products of another company in our group. Do we need consent?"
- "I have just received a request from a public authority for a copy of a database containing details of my employees. How do I respond request?"
- "I have just received a Subject Access request from a divorced parent on behalf of a child who is also a ward of court. What should I do?"

What's the cost?

The annual subscription fee to either helpline is £595 plus VAT; the joint helpline fee is £995 plus VAT.

Helpline conditions of service

We aim to answer all helpline queries within two working days. We expect that the average response time will be much quicker.

Responses to Helpline queries will be made by telephone. We can accept queries by e-mail, but we cannot give a written response under this service, although if required we will discuss with you the basis on which we can supply formal legal advice by a qualified solicitor – either from Amberhawk, or from Pinsent Masons LLP with whom we collaborate.

Our direct telephone reply service also allows us to answer any follow-up questions or amplifications straight away.

It will be Helpline practice to ensure continuity of advice. If a subscriber's initial query is answered by a particular expert, then that expert will normally follow up that query. In cases where the legal considerations are finely balanced, it will be our practice to ask other experts to review the comments made in order to give the widest consideration of all relevant factors.

We expect that the Helpline service will be used by one or two individuals nominated by the subscribing organisation (e.g. the Data Protection Officer of a particular data controller organisation). The Helpline service is not designed to be a general resource available to several members of staff; for example, to a firm of consultants which wants to use their subscription to the Helpline to resolve any data protection/FOI problem faced by any its business clients.

The Helpline is intended to provide assistance on specific queries, to be a "sounding board" for ideas, and to provide guidance to the correct course of action. It is not geared to undertake detailed background research to enable the delivery of comprehensive, formal, legal opinions as to whether or not a particular course of action is lawful. Subscribers will be advised, in advance, if their query strays into this area, and as indicated we can discuss the basis on which we can proceed, and in particular, how we would charge for the advice.

Finally, because the Helpline service is offered on a yearly subscription, we have to set some limits. Therefore we reserve the right to refuse to answer a query or to terminate a helpline subscription, at any time, and for any reason. For example, if a particular query presents us with a conflict of interest (as it would if a query related to a dispute where we were already advising the other party).

Additionally, if we considered that calls made to the helpline were vexatious, objectionable, unduly argumentative, excessive or otherwise unreasonable, we may withdraw the Helpline service from the subscribing caller and refund the unused portion of the Helpline subscription.

SUBSCRIBE TO A HELPLINE

You can subscribe to the **Helplines** and pay on-line by using the automated booking system accessible from www.amberhawk.com; just click on the **Helpline** link from the Home Page.

Alternatively complete pages 4 **and** 5 of this form, scan it in and send to accounts@amberhawk.com

Please subscribe me to the **Data Protection Helpline** (cost £595+VAT){ }

Please subscribe me to the **FOI/EIR Helpline** (cost £595+VAT){ }

Please subscribe me to **BOTH Helplines** (cost £995+VAT){ }

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Please indicate your payment method by completing the form set out on the next page. Booking forms not indicating a payment method will be returned; **payments must include VAT.**

CHEQUE: I enclose a cheque for £.....

Make cheques payable to Amberhawk Training Limited and send to Amberhawk Training Limited, Accounts Department, c/o Whitesides; 6&7 Feast Field, Horsforth, Leeds, West Yorkshire LS18 4TJ

Last 4 digits of cheque if available.....

PURCHASE ORDER

By reference to the attached **Purchase Order**

Order Number.....

BACS TRANSFER

I wish to pay by bank transfer BACS Reference number

Amberhawk details for BACS transfers:

BANK - NatWest, **SORT CODE** - 60-60-05, **ACCOUNT NUMBER** – 45811261

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(If you prefer to give these details by phone, send your phone number to: accounts@amberhawk.com and we will contact you)



Full name on card:

16 digit card number:

Expiry date

(mm/yy) 4 digit format

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(last 3 digits on the signature strip of the card)

Full postal address including postcode of cardholder

(NB: if paying by corporate credit card, this will be the company's address)

AMBERHAWK CONTACT DETAILS

Registered name: *Amberhawk Training Limited*

Helpline contact details:

Main telephone: **0845 680 2623**

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