

Business Integrity Training Scenarios for team discussions 2022



Scenario 6 Personal Information Part 1



Lydia
Manager



Angela
Manager

Introduction

Angela is in the office on Friday morning and has been asked by the department head, Sam, for a sickness absence report. He says he needs the data by the end of the day.

Lydia is working from home. She is responsible for creating the report, as she has specific role-based permission.

Lydia's status is on 'do not disturb' so, Angela calls her on her mobile to ask if she can help.

Hi Lydia. Sorry to call your mobile, but this is urgent. Sam has asked me for an overall percentage of people who've been off sick – it's to go in his report to send to the director. Would you be able to help with this?

Hi Angela. I'm just working on an urgent project – it's very involved, which is why I've had my status on 'do not disturb' all day.

Oh no – he needs the data by the end of the day! Apparently the director needs to see it before she's on leave for two weeks.

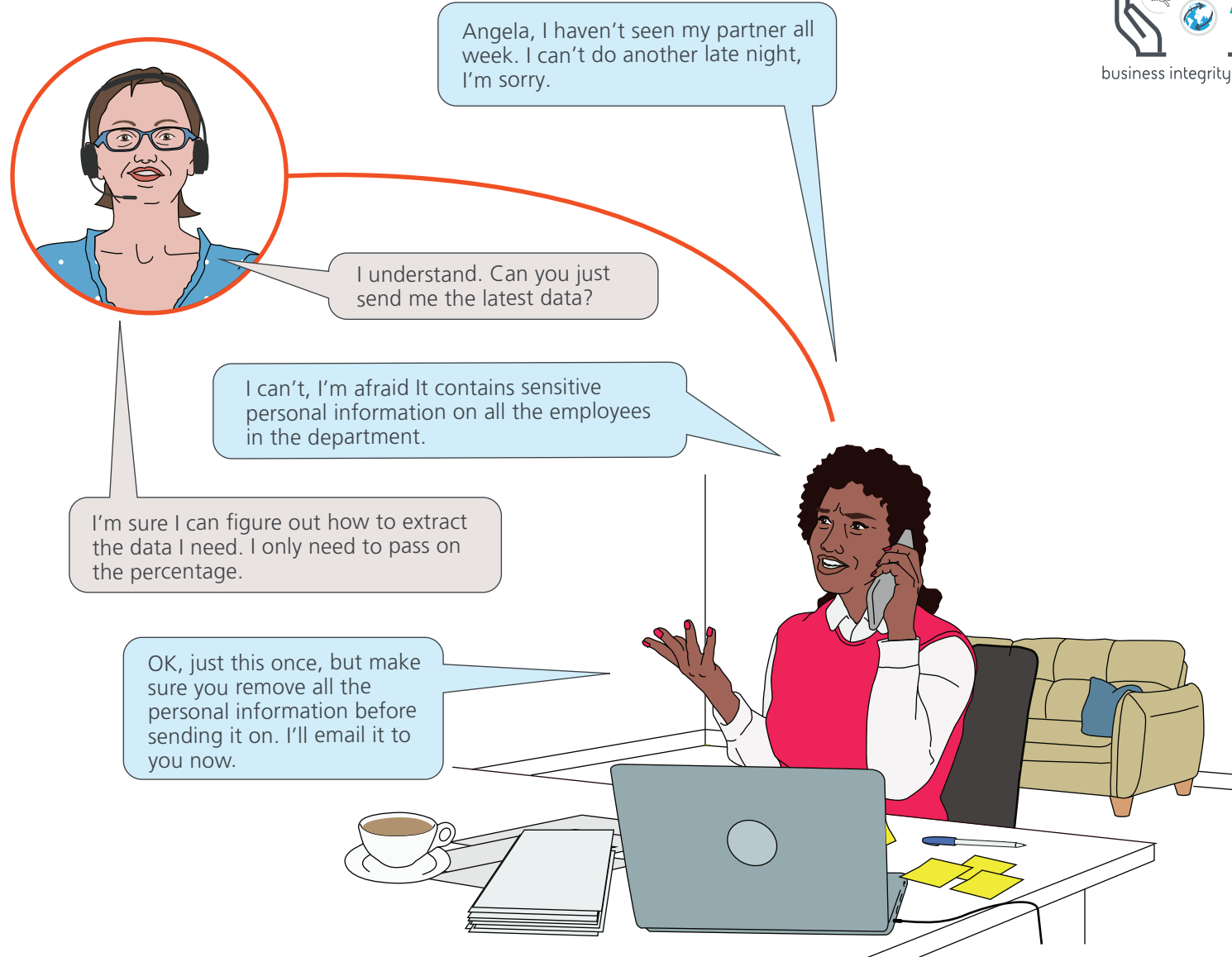
I'm sorry – I'm right in the middle of this. I've worked late all week as it is and I have no capacity for anything else right now.

I know it's a big ask, but I'm sure it would be OK if it comes later this evening, after you've finished your other work.



Scenario 6

Personal Information
Part 2



Scenario questions and summary



Scenario 6 Personal Information

Ethical red flags

When people make poor choices, they usually create reasons to tell themselves, “It’s OK, I can go ahead”. We call these justifications ‘ethical red flags’. In this scenario, what might Lydia and Angela have told themselves?

Common ethical red flags include:

- It’s for the good of the Company.
- We just need to get it done.
- The rules don’t apply now.
- I’m getting my work done – that’s what the Company wants.
- Just this once.

Questions

- Was it right for Lydia to initially refuse to share the report?
- Why do you think she changed her mind?
- Is Angela aware that she needs specific role-based permission to view the report? Does she know there is a process and is ignoring it?
- Does the urgency for accessing the information make it OK to bypass the process?
- What do you think Lydia should do? What do you think Angela should do?

Key messages

- As part of Lydia’s role, she has access to employee Personal Information, including special category data relating to their health. Angela should follow the correct process if she needs to access the information, instead of trying to request it from Lydia.
- Whilst we’re committed to delivering for our customers and meeting programme milestones, we do not cut corners to achieve this. It’s important that we maintain integrity in our processes.
- Ethical business conduct starts with how we treat each other.

Further reading

Code of Conduct

Personal information (page 30)
Using Company IT systems (page 26)
Managing, handling and sharing information (page 28)
Working with others (page 36)

- Our culture depends on all of us treating each other with dignity and respect, regardless of the pressures to meet deadlines.
- Everyone should feel able to speak up, knowing they will be treated with respect. If someone believes they are, or someone else is, being treated in an unprofessional manner, they should report their concerns to their line manager, HR, the Ethics Helpline or a local Ethics Officer.
- We are all required to ensure that personal information entrusted to us is handled appropriately. This means following the relevant Company policies, processes, procedures and applicable data protection laws and regulations. Check that the person you are sharing the information with has a “need to know” the information. This includes ensuring that the individual you are intending to share Personal Information with has the appropriate Role-Based Permissions.
- Please remember that even where an individual has a right and/or need to know, you should make sure that you only share the minimum amount of information necessary with regard to the purpose of the request. If you are unsure, it is OK to challenge the requester and/or ask additional questions. You can also contact your local Personal Data Protection Lead for guidance.

Policies and Guidelines

IT Acceptable Use Policy.
Security Policy.
Personal Data Protection Policy.
Our Company Behaviours.
Dignity and Respect Standards.