# Data Handling

Target Audience

All organization employees and contractors are the target audience. This group will be comprised of technical and non-technical users.

Goal

Participants will be able to describe procedures for handling sensitive information, specifically PII, in both electronic and paper forms. They will be able to accurately describe where sensitive data can be stored safely, precautions to be taken when transmitting it and how to report issues.

Background

Hobsons stores a great deal of personal information on behalf of its clients. Careful and safe handling of it is a fundamental control in preventing a data breach or disclosure.

Learning objectives

* Learners can correctly identify sensitive data as defined by Hobsons data classification and handling policies.
  + *Individual Metric*: The learner can correctly identify different types of sensitive data in a survey, quiz, or activity.
  + *Organizational Metric*: A sampling of company employees reveals that at least 90% can correctly identify sensitive data.
* Learners can identify acceptable storage areas for sensitive data.
  + *Individual Metric*: The learner can correctly identify where sensitive data can be stored.
  + *Organizational Metric*: A sampling of company systems shows that sensitive data is not stored outside of authorized locations
* Learners can identify acceptable methods of transmitting sensitive data.
  + *Individual Metric*: The learner can correctly identify approved methods of transmitting sensitive data per Hobsons’ data classification and handling policies.
  + *Organizational Metric*: Monitor DLP solution for sensitive data being transmitted via unauthorized means.
* Learners can describe acceptable methods for disposing of sensitive data.
  + *Individual Metric*: The learner can correctly explain how to dispose of sensitive data stored electronically.
  + *Individual Metric*: The learner can correctly explain how to dispose of sensitive data stored on paper.
* Learners can describe how to report suspected incidents regarding sensitive data.
  + *Individual Metric*: The learner can explain how to report an incident
  + *Organizational Metric*: Analyze incident reports for instances where incidents that were detected by other means than end users.