Workplace Hero

Practical UK GDPR & Data Privacy for Everyday Staff

45 minutes | 0.75 CPD hours | 20 questions | 80% pass mark

A customer spreadsheet, a rushed email and an unexpected screen share. Everyday tasks can expose personal information before anyone realises something has gone wrong. This practical UK GDPR course helps staff pause, make safer decisions and know when to ask for help.

Four modules cover personal data, everyday mistakes, safe handling and responding to suspected breaches. Learners apply the principles through interactive activities, knowledge checks and realistic workplace decisions, rather than memorising legal terminology.

The fictional case study, The Friday Afternoon Data Mix-Up, follows Aisha at Northbridge Services as she prepares a report, shares her screen, sends a file to the wrong recipient and receives a customer complaint. Each decision explores what to share, what to contain and what to report.

Who it is for

UK employees handling customer, colleague, learner or supplier information; line managers and supervisors; and hybrid, remote and office-based staff. Suitable for introductory awareness or refresher learning alongside your employer's own policies.

Learning outcomes

- Recognise personal data and special category information in everyday records
- Apply the seven UK GDPR principles to practical workplace decisions
- Understand lawful processing and the limits of your responsibility as a staff member
- Prevent common email, attachment, screen-sharing and file-permission mistakes
- Collect, share and retain only the information needed for the task
- Use safer device, password and remote-working practices
- Recognise privacy risks in AI tools, transcripts and external services
- Identify rights requests and complaints expressed in ordinary language
- Contain and promptly report suspected breaches through your organisation's approved route

Workplace Hero

Your course syllabus

1. Understanding personal data and UK GDPR

Personal and special category data, the seven principles, lawful bases and consent. Translate the rules into everyday decisions and recognise when specialist advice is needed.

2. Everyday data protection mistakes

To, CC and BCC, autocomplete, attachments, screen sharing, video calls and physical spaces. Check shared-drive permissions, version control and near-misses before information leaves your hands.

3. Safe handling, sharing and digital tools

Data minimisation, retention, secure devices and remote working. Consider AI tools, transcripts and third-party services, and recognise individual rights requests and privacy complaints.

4. Recognising and responding to data breaches

Confidentiality, integrity and availability incidents; safe containment and internal escalation in the first 60 minutes. Understand the organisation's risk assessment and ICO notification threshold, and learn from incidents.

Workplace Hero

Assessment, evidence and team learning

Assessment

Complete every module and pass the final 20-question assessment at 80% or above (at least 16 correct answers). Questions are drawn from a 28-question bank. Interactive activities and knowledge checks support learning throughout, and unlimited retakes are available. Allow around 45 minutes.

Certificate and CPD

A WorkplaceHero certificate of completion with a verification ID is issued after you complete all modules and pass the assessment. 0.75 CPD hours are added automatically to your Passport. This is staff awareness learning, not an independently accredited or regulated qualification.

Before you start

No previous data protection training or legal knowledge is needed. Know where to find your organisation's policies and data protection or information security contact.

Refresher guidance

A suggested review date is set 12 months after completion. Your employer should decide when refresher training is needed based on its policies, risks, changes in your role and current guidance.

Accuracy and scope

UK-focused general staff awareness. The stored course review date is 30 June 2026. Content draws on the UK GDPR, Data Protection Act 2018, Data (Use and Access) Act 2025 and ICO guidance. It is not legal advice and does not replace employer policies, lawful-basis assessments, DPIAs or specialist data protection advice. Follow current authoritative guidance and your organisation's approved procedures.

Buying for a team

Course places are separate from optional Passport for Teams subscriptions. Each learner uses their own WorkplaceHero account. Current prices, quantity options and any promotions are shown on the course page. Organisations pay the applicable price plus VAT; individual checkout prices include VAT. No fixed prices are reproduced here because offers can change.

View current course and team pricing