IT Security   Information Governance & Security

"Mind is a national charity providing services and campaigning to make sure that everyone experiencing a mental health problem is treated with support and respect. We take pride in looking after the information that our supporters and beneficiaries share with us and employed Smartdesc to drive forward our data protection programme as we grappled with new regulatory requirements, as well as largescale change within the organisation, including a new supporter strategy and database.

Mind has benefitted enormously from the expertise and services provided by Smartdesc. This has included providing expert guidance on GDPR requirements and how these can be achieved, developing policies and procedures to improve our data protection governance, implementing new privacy by design processes to improve how teams from across the organisation manage risk and providing training and a helpdesk function to upskill our staff. Smartdesc have also carried out audits and compliance checks to measure overall compliance and risk, which has provided valuable insight to our Board.

We have been consistently impressed with the quality of work, professionalism and expertise that Smartdesc have brought to Mind and with the extent that this has helped us to improve both our data protection practices and staff engagement.'

Jenna Warr, Quality & Compliance Manager, Mind

the project

Situation

Mind understand the need for good governance practices and they constantly review how the organisation puts its values into practice. With extremely fast growth, Mind know that it is imperative to continuously review all their systems and processes. This includes; ensuring compliance in line with The New Charity Governance Code and adhering to the rules and regulations of GDPR, Data Protection Act and managing IT Systems and all Digital identities securely and effectively.

Solution

The Smartdesc in-house team of Information Governance (IG), Compliance, Policy and Security experts work closely with all key stakeholders at Mind to ensure that there is good, sound IT governance. The team audit, certify, advise on strategy, ensure that there is adherence to relevant legal obligations and policies and implement processes to guarantee best practice across the organisation. Work includes;

➢ Delivery of expert advise on a wide range of Data Protection and compliance issues.
➢ Lead on audit activities and compliance checks to ensure that policies are transformed into practice.
➢ Delivery of face-to-face training to over 500 staff.

➢ Implementation of Data Protection policies and procedures across the organisation.
➢ Vulnerability assessments against the network infrastructure.
➢ Supporting the implementation of a compliance helpdesk.
➢ Lead on due diligence checks for working with third parties.
➢ Developing and implementing processes to support individual rights requests.
➢ Risk and vulnerability assessments against key web applications.
➢ Delivering documentation outlining decisions made in line with the principle of accountability.
➢ Support to implement the compliance helpdesk.
➢ Rolling out a Data Protection Impact Assessment process and assessing risk areas across the organisation.

Results

➢ Mind as an organisation meets all the relevant legal and regulatory obligations around their information and technology.

➢ Increased value from the investment in information and technology.

➢ Through solid processes and adherence to policies, Mind can effectively manage IT risks.

➢ All IT activities at Mind are compliant and aligned with the overall business objectives.