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ADMINISTRATION AND SECRETARIAL | AS-041

Data Protection Essentials for Administrative Staff

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Course content

Why Attend

Administrative staff handle large volumes of personal information every day, including staff records, customer details, visitor logs, emails, contracts and meeting notes. A misdirected email, an unlocked cabinet or an over-shared spreadsheet can quickly turn into a serious data breach, with regulatory, financial and reputational consequences.

This Data Protection Essentials for Administrative Staff training course explains the principles of data protection in clear, practical terms and shows how they apply to everyday office work. Participants learn what personal data is, the lawful reasons for using it, how to keep it secure, how long to keep it and how to respond to requests and incidents.

Course Methodology

• The course uses plain-language explanations, everyday office scenarios and short quizzes. Participants analyse realistic examples of good and poor practice, review sample forms and emails, practise responding to information requests and work through a simulated data breach to agree the right actions.

Course Objectives

• Explain the core principles of data protection and privacy

• Recognise personal and sensitive data in everyday office work

• Apply the idea of a lawful purpose to collecting and using data

• Handle paper and electronic records securely

• Share information safely by email, post and shared drives

• Apply retention and secure disposal rules

Target Audience

• Administrative officers and secretaries

• Executive and personal assistants

• Reception and front office staff

Course content

- HR and payroll administrators

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Course outline

Detailed course outline

Day-by-day outline for Data Protection Essentials for Administrative Staff.

Day 1 - Principles of Data Protection

• 09:00-09:39 | Why data protection matters to individuals and organisations

• 09:39-10:18 | What counts as personal data and special category data

• 10:18-10:57 | The core principles: fairness, purpose, minimisation and accuracy

• 10:57-11:00 | Storage limitation, security and accountability explained

• 11:00-11:30 | Coffee break

• 11:30-12:06 | Storage limitation, security and accountability explained (continued)

• 12:06-12:44 | Roles of data controllers, processors and data protection officers

• 12:44-13:22 | International and local data protection laws in overview

• 13:22-14:00 | Quiz: spotting personal data in everyday office documents

Day 2 - Collecting and Using Personal Data Lawfully

• 09:00-09:34 | Lawful reasons for processing personal data in plain terms

• 09:34-10:08 | Consent, contracts and legitimate interests compared

• 10:08-10:42 | Writing clear privacy notices on forms and websites

• 10:42-11:00 | Collecting only the information that is genuinely needed

• 11:00-11:30 | Coffee break

• 11:30-11:46 | Collecting only the information that is genuinely needed (continued)

• 11:46-12:20 | Keeping records accurate and up to date

• 12:20-12:53 | Using personal data for new purposes safely

• 12:53-14:00 | Exercise: reviewing a visitor registration form

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Day 3 - Keeping Information Secure

- 09:00-09:34 | Clear desk, locked storage and secure printing habits
- 09:34-10:08 | Strong passwords, screen locking and device security
- 10:08-10:42 | Recognising phishing emails and social engineering attempts
- 10:42-11:00 | Safe use of shared drives, cloud folders and access rights
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Safe use of shared drives, cloud folders and access rights (continued)
- 11:46-12:20 | Sending emails and attachments to the correct recipients
- 12:20-12:53 | Working securely from home and while travelling
- 12:53-14:00 | Case study: how small lapses led to a serious breach

Day 4 - Retention, Disposal and Information Requests

- 09:00-09:34 | Retention schedules and why records should not be kept forever
- 09:34-10:08 | Secure shredding and deletion of paper and electronic records
- 10:08-10:42 | Recognising a subject access request in any format
- 10:42-11:00 | Handling requests for correction, deletion and objection
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Handling requests for correction, deletion and objection (continued)
- 11:46-12:20 | Verifying identity and meeting response deadlines
- 12:20-12:53 | Disclosing information to third parties and the police
- 12:53-14:00 | Exercise: responding to a subject access request

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Day 5 - Managing Data Breaches and Building a Privacy Culture

• 09:00-09:30 | What a personal data breach is and common causes

• 09:30-10:00 | Immediate steps to contain and report a breach

• 10:00-10:30 | Assessing risk to individuals and notification duties

• 10:30-11:00 | Learning lessons and preventing repeat incidents

• 11:00-11:30 | Coffee break

• 11:30-12:30 | Privacy by design in new office processes and systems

• 12:30-13:00 | Encouraging colleagues to follow good data protection habits

• 13:00-14:00 | Simulation: responding to a misdirected email containing staff data

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Seminar dates

Available seminar dates

Live dates and pricing for Data Protection Essentials for Administrative Staff generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	London	Classroom	**€2,915**
7 - 11 December 2026	Barcelona	Classroom	**€2,275**
14 - 18 December 2026	Frankfurt	Classroom	**€2,175**
11 - 15 January 2027	London	Classroom	**€2,915**
18 - 22 January 2027	Barcelona	Classroom	**€2,275**
25 - 29 January 2027	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	Cape Town	Classroom	**€1,825**
15 - 19 February 2027	London	Classroom	**€2,915**
22 - 26 February 2027	Barcelona	Classroom	**€2,275**
1 - 5 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Live dates and pricing for Data Protection Essentials for Administrative Staff generated from the course details page.

Date	Location	Format	Fee
8 - 12 February 2027	Dubai	Classroom	**€2,845**
22 - 26 March 2027	London	Classroom	**€2,915**
1 - 5 March 2027	Barcelona	Classroom	**€2,275**
8 - 12 March 2027	Frankfurt	Classroom	**€2,175**
15 - 19 March 2027	Geneva	Classroom	**€3,315**
5 - 9 April 2027	London	Classroom	**€2,915**
12 - 16 April 2027	Barcelona	Classroom	**€2,275**
19 - 23 April 2027	Frankfurt	Classroom	**€2,175**
26 - 30 April 2027	Istanbul	Classroom	**€2,825**
10 - 14 May 2027	London	Classroom	**€2,915**

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Seminar dates

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Date	Location	Format	Fee
17 - 21 May 2027	Barcelona	Classroom	**€2,275**
24 - 28 May 2027	Frankfurt	Classroom	**€2,175**
3 - 7 May 2027	Kuala lumpur	Classroom	**€2,425**
21 - 25 June 2027	London	Classroom	**€2,915**
7 - 11 June 2027	Barcelona	Classroom	**€2,275**
14 - 18 June 2027	Frankfurt	Classroom	**€2,175**
26 - 30 July 2027	London	Classroom	**€2,915**
5 - 9 July 2027	Barcelona	Classroom	**€2,275**
12 - 16 July 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	Munich	Classroom	**€2,425**

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Seminar dates

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Date	Location	Format	Fee
2 - 6 August 2027	London	Classroom	**€2,915**
9 - 13 August 2027	Barcelona	Classroom	**€2,275**
16 - 20 August 2027	Frankfurt	Classroom	**€2,175**
23 - 27 August 2027	Paris	Classroom	**€2,810**
20 - 24 September 2027	London	Classroom	**€2,915**
6 - 10 September 2027	Barcelona	Classroom	**€2,275**
13 - 17 September 2027	Frankfurt	Classroom	**€2,175**
18 - 22 October 2027	London	Classroom	**€2,915**
25 - 29 October 2027	Barcelona	Classroom	**€2,275**
4 - 8 October 2027	Frankfurt	Classroom	**€2,175**

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Date	Location	Format	Fee
11 - 15 October 2027	Vienna	Classroom	**€3,425**
22 - 26 November 2027	London	Classroom	**€2,915**
1 - 5 November 2027	Barcelona	Classroom	**€2,275**
8 - 12 November 2027	Frankfurt	Classroom	**€2,175**
15 - 19 November 2027	Amsterdam	Classroom	**€3,215**
6 - 10 December 2027	London	Classroom	**€2,915**
13 - 17 December 2027	Barcelona	Classroom	**€2,275**
20 - 24 December 2027	Frankfurt	Classroom	**€2,175**
27 - 31 December 2027	Cape Town	Classroom	**€1,825**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**

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22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**

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24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**

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9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**

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15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**