



Inter-agency Child Protection Case Management Data Protection and Information Sharing Protocol



THE ALLIANCE
FOR CHILD PROTECTION
IN HUMANITARIAN ACTION

Inter-agency Child Protection **Case Management Data Protection and Information Sharing Protocol**

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Note: Text in italic and purple font and labelled "instructions", "note" and "example scenario" aim to support those who are developing and finalising the DPISP in-country in the process. This text provides clarification and guidance for specific sections and should be deleted from the document once the DPISP is finalised, prior to signature.



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1.

Overview and Context

Note



This DPISP should be contextualised and signed within 3 months of case management programming initiation to ensure that information sharing for the purposes of delivering child protection case management and related services is undertaken in a safe, secure, and ethical manner, in line with relevant legal and data protection frameworks.

Instructions



The following sections are informed by and can be populated from the Data Protection Impact Assessment (DPIA). In a rapid onset emergency, where there may not be a DPIA, it is recommended that agencies fill out the DPISP template in a coordinated manner and commit to undertaking a DPIA as soon as possible within 6 months, revising the DPISP thereafter where needed in line with the results from the DPIA.

If the DPISP is developed for a specific case management process, for example, focused on family tracing and reunification, this should be clearly defined in purpose and scope. In general, it is best practice, to have one single DPISP covering all child protection case management processes, inclusive of all children and child protection case management processes and services in a country.

1.1 Purpose and Objectives of this Protocol

The purpose of this Data Protection and Information Sharing Protocol (DPISP or Protocol) is to provide specific guidance to enable an agreement to be reached on data protection and information sharing in the context of inter-agency child protection case management. This Protocol establishes agreed-upon guiding principles and specific provisions on data protection. It also details appropriate practices for data protection, including the safe, secure, and ethical collection, processing, storage, sharing and destruction of personal and non-personal data of vulnerable children in accordance with each participant's applicable data protection framework¹. 'Participants' refers to child protection agencies who are signatories to this protocol². This Protocol further describes the specific data points to be collected and shared by participants, on a need-to-know basis, with whom and under what circumstances, for what purpose, and based on an appropriate legitimate basis. These principles and provisions serve the objective of protecting against and mitigating potential risks to children and their families by ensuring the correct use and processing of data and information in the implementation of child protection case management.


¹ 'Participants' refer to child protection agencies and actors engaged in inter-agency child protection case management and/or Best Interest Procedure who are signatories to the protocol.

² In respect to UN-system organizations, the High-Level Committee on Management (HLCM) has adopted the Personal Data Protection and Privacy Principles, which should serve as a foundational framework for the processing of personal data by UN entities, along with their specific policies. For organizations that do not enjoy privileges and immunities, reference should be made to applicable data protection legislation as well as sets of principles and other guidance such organizations are subject to.



1.2 Context and Principles

This DPISP is informed by the following principles:

-  The general guiding principles of survival and development
-  The best interests of the child
-  The principles of child participation and non-discrimination
-  The principle of 'do no harm'
-  International principles and standards of personal data protection and privacy and respect for data subject rights

All these principles require that information is only shared on a 'need to know' basis.

Please refer to the principles defined in the [Inter Agency Guidelines for Case Management and Child Protection](#), Section 1, Page 10 and the [UNHCR Best Interests Procedure Guidelines](#), Section 3.5, Page 110 on Information Management.

Please see [Section 2](#) on Key Data Protection Principles.

1.3 Framework

This DPISP falls within applicable international and national legal frameworks and is informed by inter-agency guidance and policies including the Inter-Agency Case Management Guidelines and UNHCR Best Interests Procedure Guidelines. The approach contained in this DPISP is guided by the Convention on the Rights of the Child and aligned with the guidelines of the Inter-Agency Standing Committee, Global Protection Cluster and the Alliance for Child Protection in Humanitarian Action and adapted to the specific context and location.

1.4 Key Terminology used in the DPISP

Instructions

You should generally not change the definitions of the Terms defined in this DPISP, unless substantively different in the operational context or country. You may, however, add to the list of terminology above and definitions should there be any specific terms, acronyms or other relevant definitions that may be specific to your context or necessary for your DPIA, those involved and potential readers.

ANONYMOUS DATA

means information that cannot be attributed as relating to an identifiable individual, by any means reasonably likely to be used, based on the data alone or in combination with other data. A person may sometimes be identifiable, even if they have not been named in the information, in which case the information would not be constituted as 'anonymous' but as Personal Data (see below). Data is anonymous when it has undergone a process of removing or modifying all personal identifiers and codes that may be identifying in such a way that individual data subjects cannot be identified by any means reasonably likely to be used based on the data alone or in combination with other data. **Pseudonymised Data** refers to data that has been anonymised by using a non-identifying code or name which cannot lead to the identification of the individual to whom it refers, without additional data being provided (e.g., a number sequence code + the individual's home address).



ASSENT

means the expressed willingness to participate in services by those persons who are assessed, by a child protection specialist or specialised agency, as i) not having capacity to give consent to participation but ii) as able to learn about, ask questions, and agree or decline to the collection and sharing of their personal data for the purpose of service provision.



BEST INTEREST OF THE CHILD

means a child's physical and emotional safety (their well-being) as well as their right to positive development. In line with Article 3 of the United Nations Convention on the Rights of the Child ("UNCRC"), the best interests of the child should provide the basis for all decisions, actions, and interactions between the service providers with children and their families.



CAREGIVER

in this DPISP refers to the child's parent, legal guardian or customary caregiver whom is responsible for the child's care and protection, biologically or as legally or otherwise designated.



CASE REFERRAL (AS PART OF CASE MANAGEMENT PROCESSES)

is the process of formally requesting services for a child or their family from another agency (e.g., cash assistance, health care, etc.) through an established procedure such as an inter-agency referral pathway and/or standard referral form(s). The Child Protection case worker maintains overall responsibility and accountability for the child's case for which they are making referrals, and therefore responsibility for ensuring that referrals are made to quality service providers in a safe, ethical, and secure manner.



CASE TRANSFER

is the process that wherein cases are not closed but transferred from one Participant to another Participant. Often this happens when a child moves to another known location, but still needs case management to ensure care continuum and protection. Case Transfers also take place where the

original caseworker or Participant is no longer best placed to lead, manage, and coordinate a child's case, or has concluded their employment in this role. Furthermore, Case Transfers can occur when an agency concludes operations or service provision in a country or location, and a new or other agency takes on their caseload to sustain service provision.



CHILD PROTECTION CASE MANAGEMENT

is an approach for addressing the needs of an individual child who is at risk of harm or has been harmed. The child and their family are supported by a caseworker in a systematic and timely manner through direct support and referrals. Case Management provides individualized, coordinated, holistic, multisectoral support for complex and often connected child protection concerns. Case Management systems are an essential part of the child protection response.



CONSENT

means any freely given, specific and informed indication of an agreement by the Data Subject to the Processing of their Personal Data, which may be given either by a written or oral statement or by a clear affirmative action³. This applies to both the collection and sharing of personal data which constitutes Processing of personal data (see Processing below).



COORDINATOR(S)

refers to the inter-agency child protection coordinator(s)⁴ who are responsible for the coordination of child protection case management/ BIP within a given Operational context or country. A Coordinator's role is to facilitate a collaborative process that ensures a well-coordinated and effective child protection response, ensuring quality programming and integration with other sectors.



DATA SUBJECT

refers to a living individual whose Personal Data is being processed.



DATA BREACH

means a breach of data security leading to the accidental or unlawful destruction, loss, alteration, or unauthorised disclosure of, or access to, Personal Data or Sensitive Non-Personal Data.

³ In many legislations, notably General Data Protection Regulation (GDPR), consent as a legitimate basis for personal data processing should be distinguished from 'informed consent' requested from a child and/or caregiver by a child protection case worker as an expressed agreement to participate in or be provided with a service. See e.g., EDPB Guidelines on consent:

https://edpb.europa.eu/sites/default/files/files/file1/edpb_guidelines_202005_consent_en.pdf

⁴ According to the Child Protection Coordination Handbook, "Different contexts require different levels of staffing to ensure effective coordination. Coordination teams can comprise a coordinator who is dedicated to the role on a full-time or part-time basis". CP Area of Responsibility (AoR)

https://www.cpaor.net/sites/default/files/2020-04/Child%20Protection%20Coordination%20Handbook_En.pdf



DATA AND INFORMATION – DATA

refers to ‘individual facts’ or units of information (data points) that don’t necessarily have meaning without interpretation. **Information** refers to organised data and/or an interpretation/analysis of combining facts or data points. The terms “data” and “information” are frequently used interchangeably but differ in what they constitute. Data can be interpreted as individual facts, while information is a combination of facts with meaning.



MANDATORY REPORTING

refers to the requirement under some legal or statutory systems for service providers to report certain categories of crimes or abuse (e.g., sexual violence, child abuse, etc.) or even report children’s status (e.g., arrival in country). The best interests of the child should be considered when Participants are considering whether to comply with such laws.



PARTICIPANT

means each agency or authority that signs this Protocol, whether on the date that this Protocol comes into effect or subsequently. A list of Participants and their official signatories is maintained up to date by the Coordinators as set out in this DPISP.



PERSONAL DATA

means any information relating to an identified or identifiable individual (Data Subject, see above). An **identifiable individual** is one who can be identified, directly or indirectly, including by reference to (a) an identifier such as a name, an identification number, audio-visual materials, location data, an online identifier, (b) one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of the individual or (c) assessments of the status and/or specific needs, such as in the context of assistance programs.

It is important to note that single data source may not make an individual identifiable. However, in combination, and with the application of new technologies, data sources may make the individual identifiable. Therefore, each data source should be assessed for actual or potential Personal Data content. Although different standards apply to Personal and Non-Personal Data, Non-personal data can also be sensitive (see Sensitive Non-Personal Data below), and its sharing should be assessed and limited accordingly.



PROCESSING means any operation, or set of operations, automated or not, which is performed on Personal Data, including, but not limited to, the collection, recording, organization, structuring, storage, adaption or alteration, retrieval, consultation, use, transfer, dissemination or otherwise making available, correction, restriction, or destruction (partial or full).



SENSITIVE NON-PERSONAL DATA

means data regarding a vulnerable group, that, if disclosed, could lead to risks for that group, or for individuals in that group. This can include data and information collected, used, stored, or shared by humanitarian and human rights organizations relating to protection risks, rights violations or the protection situation of specific groups. Or it could relate to the location of a specific individual and/or group. Examples include anonymous details of protection incidents, specific needs codes or other structured data about protection issues or vulnerabilities, details of assessed protection risks and needs, and information about protection services that have been provided to a group. This type of data may be in aggregate or anonymous form.



SENSITIVE PERSONAL DATA

means personal data that affects the Data Subject’s most intimate sphere (i.e., most private thoughts, feelings and actions – relating to the person’s sense of self) or relates to their unchangeable characteristics (e.g., race or ethnicity) and which, if misused or subject to a Data Breach, may result in discrimination against, or serious harm for, the Data Subject, or a breach of their fundamental rights. This could, for example, include data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union/staff association membership, genetic data, and biometric data capable of uniquely identifying a natural person, data concerning health, or data concerning an individual’s sex life or sexual orientation.



SERVICE PROVIDER

refers to organisations, actors, agencies, and individuals providing child protection case management or services related to child protection and child protection case management for the purpose of this DPISP.

1.5 Scope

Child Protection Case Management. This DPISP is specific to child protection case management programming [*insert locations*] (“**CP Case Management**”).

SOPs for Case Management. This DPISP is complementary and integral to the Standard Operating Procedures (“SOPs”) for Child Protection Case Management in *[insert locations]* in the context of the *[type of response]* finalised on *[insert the date of finalisation]*.

Information Management Systems. This DPISP is not limited to any one digital information management system and is applicable to all relevant data protection and information sharing practices, in line with inter-agency case management SOPs, regardless of modality, when used for inter-agency child protection case management and related activities.

Data. This DPISP applies to all Personal Data and Sensitive Non-Personal Data that is collected, stored, shared, retained, destroyed, or otherwise processed in the context of inter-agency child protection case management and related activities, and in connection with the objective and purpose of this DPISP.

Relationship of the DPISP to other agreements or arrangements. It is recognized that Participants to this DPISP may have other agreements and arrangements governing or covering the sharing of non-personal data and/or personal data and which may overlap with this DPISP. It is encouraged that such parties reach arrangements on a bilateral level to ensure that this DPISP can be carried out without conflict to those other agreements.

1.6 Regulatory Framework

Instructions



This section can be populated from the DPIA. In a rapid onset or acute emergency where there is no DPIA, agencies should fill the DPISP template out to the best of their ability in a coordinated manner.

List applicable and relevant laws, regulations and/or policies specific to child protection and mandatory reporting where required, citing any relevant articles, as well as relevant data protection laws (and, in the case of international organisations with privileges and immunities, data protection policies) for participating agencies.

It is important to note that where there are UN agencies who are participants to the DPISP, there are relevant exemptions to their compliance with national legal frameworks or provisions, due to UN immunities and privileges.

In the event an agency or authority does not have similar policies in place, this should be documented. For each policy, please refer to any specific measures for agencies and authorities in monitoring compliance with these instruments, and particularly note the absence of such measures.



Note

Compliance with mandatory reporting is further elaborated in **Section 2.3.**

1.6.1 National Laws and Regulations; Organisational Policies; High Level Principles

- a) National laws and regulations, relating to both child protection and data protection, have been considered in the development of this DPISP.
- b) Applicable high-level principles, internal and/or organisational codes of conduct, policies or guidelines related to child protection, child safeguarding and data protection, for Participants have been considered in the development of this DPISP.
- c) Participants recognise that UN agencies, who are Participants to this protocol are subsidiaries of the United Nations, an international organisation established by treaty, and that as a result of its status it has certain privileges and immunities as described in the 1946 Convention of the Privileges and Immunities of the United Nations (the “General Convention”). This means that data and information shared between UN entities and Participants cannot be disclosed, provided, or otherwise made available to, or searched, confiscated, or otherwise interfered with by a governmental body, agency or other authority, including any court or other tribunal, unless such privileges and immunities are expressly waived in writing by the respective UN agency.

1.6.2 Data Protection Impact Assessment.

This DPISP is informed by the Data Protection Impact Assessment (“DPIA”) which was conducted during *[specify the timeframe]* and finalised on *[insert the date of finalisation]*. The DPIA is *[attached as Annex XX to this DPISP]* *[available at [URL]].*

Instructions



In the event of a rapid onset emergency, the reference to DPIA can be omitted as the process may not be undertaken prior to the development of the DPISP. Instead, indicate when the DPIA is expected to commence and note that the DPISP will be revised thereafter to reflect any arising risks or recommendations.

Remember to attach or hyperlink the final or last reviewed online version of the DPIA or provide a softcopy attached and referenced in the list of annexes.

1.7 Process, Adherence, Modification

1.7.1 Process

This DPISP was developed and endorsed on *[insert date of endorsement by CP/CM Coordination Group]* by the *[insert title of In-Country CP/CM Coordination Group]* (“**CP Coordination Group**”) under the leadership of the coordinators appointed by CP Coordination Group for that purpose (“**Coordinators**”). This Protocol was developed in collaboration with each Participant. Participant (agencies) were each given the opportunity to contribute to the content of this Protocol. Details of the process of consultation and membership of the CP Coordination Group and the Coordinators are set out in Annex 2.

1.7.2 Participants

All Participants, including Participants that join the CP Case Management Coordination group by signing this Protocol after the Effective Date of this Protocol, agree to adhere to and comply with this DPISP.

- Each Participant is required to confirm its agreement to adhere to and comply with this Protocol by signature of its authorized representative of an Adherence Document in the form set out in Annex 3.
- The Coordinators are responsible for sharing the final endorsed version of this Protocol with each Participant, maintaining the list of Participants and the record of the Adherence Document signed by each Participant, and storing the PDF of this Protocol and each Adherence Document in hardcopy and/or digital softcopy.

1.7.3 Review

This Protocol will be reviewed *[insert time frame e.g., annually]* from the Effective Date, with the first review scheduled for *[insert month and year]*, facilitated under the coordination of *[name of the CP Coordination Group]*. If there is a significant change in the context, the Participants, the child protection laws and procedures, or the data protection regulations in the country, this Protocol (and the related SOPs) should be reviewed by the CP Coordination Group prior to the next scheduled review. All such reviews will be conducted in consultation with the Participants.

1.7.4 Process for Modification

If, following review and consultation, the CP Coordination Group considers that this Protocol should be modified, the following steps will apply:

- a) The CP Coordination Group will develop and endorse the proposed modifications to this DPISP, and the Coordinators will communicate the proposed modifications with all Participants.
- b) If any Participant objects to the proposed modifications, it must communicate the reasons for its objections in writing to the Coordinators within 14 days of receiving notice of the proposed modifications or such longer time period established by the CP Coordination Group (the Modification Notice Period).
- c) If no objections are received during the Modification Notice Period, the proposed modifications will take effect seven days after they are communicated pursuant to paragraph (a) above to all Participants.
- d) If any objections are received by the Coordinators during the Modification Notice Period, the CP Coordination Group will give due consideration to the reasons for the objections. They will decide whether to proceed with the modifications as originally proposed, or to adapt the modifications to reflect some or all the objections received. If the CP Coordination Group decides to proceed with the modifications as originally proposed, then the Coordinators will, in writing, notify the Participants that the modifications will take effect seven days after such notification. If the CP Coordination Group decides to adapt the modifications, the process set out in this Section 1.7. will be repeated.
- e) The Coordinators will share the final endorsed modified version of the DPISP with each Participant and will store the pdf of the modified version in hardcopy and digital softcopy.



- f) Each Participant will be expected to comply with the updated DPISP from the effective date of the modifications as set out in this Section 1.7.4. The signature of a new Adherence Document by Participants is not required for any such updated version of this DPISP.

If urgent changes are required, the CP Coordination Group may shorten the periods mentioned in this Section as the CP Coordination Group considers appropriate. The Coordinators will ensure that such shorter periods are promptly communicated to the Participants.

1.8 Data Breaches

1.8.1 Role of Participants

Each Participant commits to the following provisions:

- If the Participant is the presumed source of a Data Breach, it will investigate such incidents and implement all necessary damage mitigation and remedial actions to remedy the Data Breach as soon as possible in compliance with this DPISP.
- If the Participant is not the presumed source of a Data Breach, it will promptly provide its reasonable cooperation for the investigation of such incident and for the implementation of all necessary damage mitigation and remedial actions to remedy Data Breach.

1.8.2 Notification

Each Participant will, in writing, notify [*insert title of the In-Country CP/CM Coordination*] within 24 hours of becoming aware of any actual, suspected or threatened Data Breach relating to Personal Data or Sensitive Non-Personal Data shared under this DPISP.

If the scope of Data Breach includes personal data of persons of concern to UNHCR, the Participant shall directly notify UNHCR about the Data Breach as soon as possible upon its discovery and coordinate with UNHCR the investigation of the Data Breach and implementation of mitigating measures.

Noting: This DPISP is not intended to represent compliance with requirements under national legal frameworks and regulations that may be applicable to a Participant. Thus, while the DPISP is designed to be aligned with the relevant national legal framework, each Participant should comply with data breach notification measures under applicable law.

Further, bilateral agreements between Participants outside of the scope of the DPISP may require particular notifications and remedial actions in the event of a data breach and this DPISP should not affect adherence to such bilateral agreements.

1.9 Compliance

1.9.1 Participant Responsibility

Compliance by a Participant and its personnel with this Protocol is the responsibility of the individual agency or authority concerned. Each Participant commits to take a proactive approach to asking for support from the [*insert title of In-Country CP/CM Coordination Group*] on data protection and information sharing, which shall rely on advice by each Participant's Data Protection Officer or Focal Person, where such officer or focal person has been designated.

1.9.2 Monitoring

Each Participant will independently monitor and evaluate its compliance with this DPISP and cooperate with any joint and/or independent reviews³ in line with the provisions of this DPISP.

1.9.3 Responsibility for Personnel

Each Participant confirms its commitment to ensure that its personnel with access to child protection case management data:

- a) Are aware of, understand, and comply with the contents of and obligations in this DPISP, including the obligations to comply with the Participant's internal policies and regulations, including data protection and privacy policies as applicable.
- b) Are trained on the content of this Protocol (and other relevant data management and sharing documents), including on how to handle confidential information and on the consequences of breaching this Protocol; how to identify, assess, and report Data Breaches; how to fulfil Data Subject Rights.

1.9.4 Supervision

Compliance with this Protocol will be supervised by the CP Coordinator.

1.9.5 Non-Compliance

If any Participant becomes aware of any suspected non-compliance with this Protocol, it will immediately notify the Coordinators who will in turn promptly notify



the CP Coordination Group. The CP Coordinator will work with the affected Participants to address the suspected non-compliance. Actions to address the suspected non-compliance may include, but are not limited to, additional information security requirements for the non-compliant Participant or capacity building provided to the non-compliant Participant. It is important for Participants who may need technical guidance or financial or material support in enhancing organisational measures for information security to self-identify and engage with their donors or similar entity to request capacity strengthening to support compliance with the DPISP in this regard.

In addition, the CP Coordination Group may temporarily suspend information sharing under this Protocol in line with the procedures set out in 1.9.6. In the case of an inter-agency digital case management system, the CP Coordination Group may suspend user access rights to the system in a manner consistent with the key Data Protection Principles set out in this DPISP.

In exceptional circumstances, the CP Coordination Group may require the withdrawal of the non-compliant Participant from this DPISP and the provisions of Section 1.10.2.

1.9.6 Suspension of Information Sharing

If this DPISP is breached, each Participant reserves the right, with good intention, to escalate the suspected non-compliance to the CP Coordination Group for collective decision making. This may include temporarily stopping of information sharing for both Personal Data and Sensitive Non-Personal Data. Before doing so, it will inform [*insert title of the In-Country CP/CM Coordination*] in writing of the reasons for stopping data and information sharing.

1.10 Duration, Withdrawal, Termination

1.10.1 Duration

This Protocol will enter into force on the date that it is signed by at least two Participants (**Effective Date**) and will continue to remain in force for so long as there are at least two Participants signatory to this Protocol.

1.10.2 Withdrawal of a Participant

If a Participant withdraws from this Protocol due to the normal cessation of its child protection activities in the country or for any

other reason, it will provide the Coordinators as much advance notice as possible and in any case no less than 30 days' prior notice of its withdrawal. The withdrawal notice should specify the reasons for the withdrawal of the Participant and a proposal for the smooth transfer of activities to other Participants.

1.10.3 Consequences of Withdrawal of a Participant

If a Participant withdraws for any reason from this Protocol or is required to withdraw as provided in 1.9.5:

- a) This Protocol will not automatically terminate and will remain in full force and effect for the remaining Participants.
- b) The withdrawing Participant will work together with the Coordinators and the other Participants in good faith to agree and implement a plan to manage the case load transferral and handover prior to the effective date of withdrawal of the withdrawing Participant and to stop active access to this data ("**Transition Plan**").
- c) The withdrawing Participant commits not to remove any personal and non-personal data from the country.
- d) On the effective date of withdrawal, access by the withdrawing Participant (and its personnel) to digital information management systems will be revoked, and/or all paper-based filing systems will be safely transferred by the withdrawing Participant in accordance with the Transition Plan.
- e) The withdrawing Participant will continue to comply with the key principles set out in Section 2 when processing the data that is subject to this Protocol.



Note

In the case that the withdrawal or required withdrawal of the Participant requires a caseload transfer, please see below **Section 3.2** on Case Transfer.

1.10.4 Termination of this Protocol and Consequences

If the case management work is concluded, the Participants will work together under the guidance of the CP Coordination Group to ensure the smooth closure of the case management system in a manner consistent with the key Data Protection Principles set out in this DPISP.



1.11 Settlement of Disputes

- a) The Participants shall use their best efforts to settle amicably any dispute, controversy or claim arising out of or relating to this Agreement (a Dispute).
- b) If an amicable settlement of a Dispute is not reached the Dispute shall be settled by an agreed non-judicial mode of resolution (including arbitration⁵
- c) Nothing in this DPISP will be deemed a waiver, express or implied, of the privileges and immunities under international law or otherwise of the United Nations, or any Participant that is a subsidiary organ of the United Nations or a United Nations system organization.

⁵ Any Dispute between If a United Nations System organization is and is involved in a Dispute that also involves a Participant that is not a United Nations System organization Organization and which is not solved by amicable settlement shall be referred by either Party to organization, the non-judicial mode of resolution of such Dispute will consist of binding arbitration. The arbitration will take place in accordance with the UNCITRAL Arbitration Rules then in force. obtaining of the United Nations Commission on International Trade (“UNCITRAL”). Any award rendered under such binding arbitration will be the final adjudication of any such Dispute. The arbitral tribunal will have no authority to award punitive damages. InTheIn addition, the arbitral tribunal will have no authority to award interest in excess of the United States Federal Reserve London Inter-Bank Offered of New York’s Secured Overnight Financing Offered Rate (“LIBORSOFR”). The Parties LIBOR”), or any successor rate, then prevailing, and any such interest will be simple bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim simple interest only.

2.

Key Data Protection Obligations

Instructions



The following key principles are the critical underpinning of the information sharing under this DPISP. Each Participant shall comply with each of the below obligations with respect to each Personal Data Processing operation.

Section 1.6 should further elaborate on the method and requirements for documenting when a consent/assent is not obtained and compliance with mandatory reporting laws. This must be standardised and agreed to by all participating authorities and agencies to ensure a unified approach. An annex can be developed and attached for these purposes if needed.

2.1 Do No Harm and Best Interests of the Child

The protection of the Personal Data of children and their families will be guided by the highest ethical principles, including the principles of **do no harm** and the **best interest of the child**.

2.2 Personal Data Protection Principles

The following core principles must be followed when collecting, sharing, and otherwise processing Personal Data:



LEGITIMATE AND FAIR PROCESSING

Processing of Personal Data may only be carried out on a **legitimate basis** and in a fair and transparent

manner in relation to the specific purpose. Each Participant will process Personal Data on an appropriate legitimate basis in accordance with its regulatory framework, including but not limited to consent, or the best or vital interests⁶ of the particular child. Consent for the processing of a child's personal data, when applicable, should generally be sought from the child's caregiver with the child being sufficiently informed about the processing according to the child's age and maturity. Regardless of the applicable legitimate basis, Data Subjects must be informed, in an easily understandable manner, about what type of Personal Data needs to be collected, for which purpose, with whom the data may be shared and with whom it will not be shared, whether there will be any detriment in the case they object to the processing, who will have access to their data, including under this DPISP, and whom they can contact if they want to exercise their data subject rights and/or if they have concerns with respect to the processing of their data. The legitimate basis and the information provided should be recorded in an appropriate manner.



PURPOSE SPECIFICATION

Personal Data will only be processed by Participants for specific and legitimate purposes. Within the scope of this Protocol, this means purposes that are ensuring children and their families are able to receive child protection case management services and enabling the provision of holistic, multi-sector services and durable solutions as needed, based on the best interests of the child. Personal Data should not be processed in any way that is incompatible with those purposes originally specified. Section 3 below sets out which Personal Data points can be shared for these purposes.



DATA MINIMISATION - NECESSITY AND PROPORTIONALITY

The processing of Personal Data will be adequate, relevant, and not excessive to the original specific purpose(s) for which it is being processed.

⁶ Vital interests generally refer to circumstances of "life or death" wherein it may be absolutely necessary to process an individual's personal data if their life and survival is at risk, without their informed consent, with procedural safeguards as set out in case management standard operation procedures and abiding to Inter-Agency guidelines on breaking confidentiality.



RESPECT FOR THE DATA SUBJECT'S RIGHTS

Children and families have rights in relation to information, access, correction and, deletion of their Personal Data and objection to its processing during all stages of such processing, as elaborated within the 1989 Convention on the Rights of the Child, General Data Protection Regulation and relevant global, regional or national data protection frameworks.



CONFIDENTIALITY AND SECURITY

In order to ensure the confidentiality, availability, and integrity of Personal Data (and Sensitive Non-Personal Data), each Participant (and Service Provider) shall consult with an information security specialist or designated focal person for information security in their organisation, and/or seek technical guidance or capacity strengthening from their donor or similar entity or the CP Coordination group, and put in place physical, technical and organizational information security measures (for any Personal Data when stored, in use or in transit) which are appropriate for the risks caused by the processing and in line with international best practice. Annex 1 sets out examples of organizational, technical, and physical information security measures which shall be implemented to the extent applicable to the type of processing. Given that the appropriateness of information security measures depends on the type of processing, those measures are not an exhaustive list and do not relieve the Participant from its obligation to determine appropriate security measures for the type of processing and associated risks. One important security measure is **access management procedures to ensure that data is only accessed by authorised personnel on a need-to-know basis**. It requires that only those personnel should obtain access to the Personal Data which needs to know such data in order to perform necessary activities to reach the purpose of processing. For Sensitive Personal Data, additional organizational and technical safeguards should be used to protect data subjects against identified risks associated with the processing of that data.



ACCURACY

Personal data should be maintained, accurate and up to date in relation to the purpose(s) for which it is processed.



RETENTION LIMITATION

Personal Data shall be deleted from any and all systems once it is no longer necessary for the purposes for which it is being processed or compatible purposes.

There may be specific requirements for retention for refugees, asylum seekers, children associated with armed forces or armed groups, children affected by armed conflict and the monitoring and reporting mechanism for grave violations of children's rights.



ACCOUNTABILITY

Each Participant responsible for personal data processing should be able to demonstrate its compliance with the principles and assign a supervisor.

See Annex 1 on Information Security



Note

User Access Management is different in each digital information system. UNHCR, for example, uses proGres user profiles and has a system of approvals necessary for user to obtain access with a certain profile. User access management for partners is detailed within the partnership agreements or data sharing agreements between UNHCR and the organisation using the digital information system.

Primero CPIMS+, includes access management terms in the Primero CPIMS+ Implementation Plan and there is a Terms of Use ("ToU") signed by each user organisation which defines their engagement with access rights to, and use of the system.

For other systems, tools and any non-digital information management system or processes, access management may be set out in a guidance or other document, which can be attached to this DPISP. If a DPIA has been completed prior to the DPISP, these documents will have been collected and can be listed herein, where relevant.

2.3 Mandatory Reporting Requirements



Note

Should **Section 2.3 and/or 2.4** not be relevant in the operational context, they can be removed.



Every effort should be made to ensure that the mandatory reporting requirements⁷ [*insert specific issues e.g., sexual violence*] in [*insert name of specific locations*] as prescribed in [*title of the law, regulation, or policy*] are explained to the child and the child's caregiver before complying with the reporting requirement. If the child and/or the child's caregiver objects, this will be considered when assessing the best interest of the child. The Participants agree that, when it is determined not to be in the best interest of the child to comply with mandatory reporting requirements (noting the legal implications for doing so), the following scenarios will be applied after consultation of the CP Coordinating Group: [*insert agreed text or list of scenarios*]

Example Scenario



Reporting the number of children who have been involved in armed conflict or prostitution, or LGBTQI+ when these risks or characteristics may put them at risk of being in conflict with the law in a given country.

2.4 Sharing with Governments

If any Personal Data is sought by a government body, each Participant will, when permitted by applicable law, promptly consult with the CP Coordination Group which will ensure that the relevant Participants are informed.

⁷ Please see the *Inter Agency Guidelines for Case Management and Child Protection* for more information on mandatory reporting requirements, referenced throughout. Noting, "Decisions regarding compliance with mandatory reporting laws should be taken at the highest level of the agency involved, for the protection of the workers." P.110. <https://alliancecpha.org/en/technical-materials/case-management-and-child-protection-guidelines>

3.

Personal Data Points to be Shared

Instructions



The following sections can be populated from the DPIA. In a **rapid onset where there is no DPIA it is recommended that agencies do not 'increase' the possibilities of data sharing highlighted below. This serves as a limit. Depending on context, categories can always be reduced.**

Any specific risks highlighted in the DPIA (e.g., risk of sharing with particular service providers, including government, or risk of sharing any basic biographical information e.g., ethnicity) should result in the associated data points not being shared, and specific data fields removed, if necessary, before sharing.

The DPISP should also be adapted based on the results on the DPIA. E.g., in some contexts, there are community case workers who collect data. In which case, specific data points would need to be added on this.

3.1 Case Referrals to Service Providers for Child Protection Case Management

a) **Personal Data of a child is shared with a Service Provider, including a government service provider, which is receiving a referral for the provision of services as needed based on the best interests of the individual child.**

- Personal Data shared must be limited to only the information necessary for the service provider to provide that service effectively (from the list of Personal Data points set out in paragraph (b) below).
- Personal Data will be shared from the case worker managing the case directly to the responsible focal point/service provider.

- Personal Data should only be shared provided that the service provider can afford the same level of data protection as outlined in this DPISP.
- Personal Data sharing shall be done by secure means, to the furthest extent possible, as established in Annex 1 to this Protocol.
- The child and caregiver must be informed about the Personal Data necessary for provision of the service, the implications of refusing the Personal Data transfer, and given an opportunity to object prior to the sharing of Personal Data.

b) **The following data may be shared, when necessary and appropriate for the referral:**

- **Basic Biographical data including** Name, date of birth, age (or estimated age), sex, country of origin, child's name, and the caregiver's name, unless not in the best interests of the child.
- **Unique Identifier:** National Identity ("ID") number, case number, UNHCR ID/proGres number, or Primero CPIMS+ generated number.
- **Contact Details and Address:** current contact information and preferred method for contact, address, and current location / place of residence (the latter if safe and necessary).
- **Confirmation of the child and/or caregiver's Consent or Assent** for the service by a specific Service Provider (in line with referral form), or confirmation that the referral is being done without Consent or Assent in the best interests of the child as per agreed processes.
- **Personal vulnerabilities or specific needs:** (e.g., unaccompanied child, separated child, child not in school, health condition, disability etc) **limited to the specific need(s) for which the referral is being made**, and strictly relevant information based on the need-to-know principle.

- c) Participants are responsible to ensure compliance with the principles as set out in the Protocol and applicable data protection framework in response to data subject requests.

Example Scenario

Child Protection Agency A has been working with a 15-year-old separated boy for 3 months because he is neglected and physically abused by his extended family. One day, he is accused of stealing and is physically assaulted by the family and community. A referral to a health service provider is necessary to urgently treat his injuries. The Personal Data shared with the health service provider, for the purpose of the referral for specific services, is limited to the above data points needed for the treatment of physical injuries. I.e., there is no need to share vulnerabilities and risks with service provider: The doctor does not need to know the child's full history of neglect and physical abuse but does need information that is relevant for the health service provider to treat the child's injuries.

3.2 Case Transfers

a) Case Transfers can take place within the organization.

Personal Data is shared within an organisation on a need-to-know basis and through secure means, from a case worker or case supervisor to another case worker, or to a case worker/case supervisor in another organisation when it has been agreed that that a new case worker or agency will be managing the case.

- The child and the child's caregiver (where relevant and appropriate) must be consulted and provide Consent to a change of case worker prior to the case transfer taking place. Children and their caregiver should be given the opportunity to request that specific information is withheld, this should be done unless it is not in the best interest of the child to do so and has been determined through relevant processes to be so.

All relevant data, with the consent/assent of the child or caregiver, will be securely shared unless it is not in the best interests of the child. Normally, unless there is an objection to sharing or limitation to consent, the type of data should be minimised to only that which is

proportional and necessary. Where no consent/assent can be obtained, sharing should again be limited to only data which is proportional and necessary for the specified purpose.

b) Case transfers between Participants

- Data subjects need to be informed about the purposes of Personal Data transfer, the implications of refusing the transfer, and given an opportunity to object to the transfer partially or in full. In particular, it needs to be clearly communicated to the Data Subjects that the data receiving Participant is responsible for the secure processing of their data from the point of transfer and where and how they can exercise their data subject rights.
- Personal Data sharing between the Participants shall be done by secure means as established in Annex 1 to this Protocol.

- c) **Case transfers to non-Participants to the DPISP.** In the event of cross-border case transfers beyond the geographical scope of this DPISP, a data sharing agreement⁸ needs to be in place or developed between the agencies and relevant authorities in the respective locations which are not Participants. Personal Data should only be shared if the third party can demonstrate that they can provide the same level of data protection and confidentiality outlined in this DPISP. The child and caregiver must be informed about the transfer and given an opportunity to object before Personal Data is shared.

Example Scenario

Case Management Agency A does not receive funding to continue case management work in Camp 2, and therefore needs to handover child protection cases in that location to Agency B. In order to transfer the cases and case load safely and ethically to Agency B, Agency A needs to explain the case transfer process and purposes (including explaining transparently what the implications would be of refusing the transfer would be) to all children with open/active child protection cases and ensure the child and their caregivers have no objection to this.

⁸ A data sharing agreement or data protection agreement is normally a bilateral agreement between two parties governing specific types of data transfers for specified purposes. This can be between two or more parties.



3.3 Case Conferences/Best Interests Determination (BID) Panels

Case Conferences can take place within the organization or amongst multiple Participants, according to internal and inter-agency standard operating procedures (SOPs). They may also include a specific service provider that is not from a Participant agency but who may have worked with a child and be asked to relay specific inputs/insights on the case.

- The child (and the child's caregiver where relevant and appropriate) must be consulted and provide Consent/ Assent to being registered for and provided with Child Protection Case Management prior to the initiation of service provision. It is imperative for any restrictions or limitations to the consent provided is documented and respected. For example, where children or their caregivers specify information, they do not want shared, or entities they do not want the information to be shared with. Such limitations or restrictions to information sharing should always be respected, with consideration for the best interests of the child. In the context of Case Conferences/BID Panels, if there are limitations or restrictions relating to consent for information sharing, the child and their caregiver should be well informed of the purpose of such conferences/Panels the personal data required, and the implications of not providing this Personal Data. Please see the [Inter-agency Case Management Guidelines](#) and [UNHCR Best Interests Procedure Guidelines](#) for detailed information on the roles and responsibilities in case conferencing and BID panels.
- A case conference/BID Panel would normally only require the processing of Personal Data without the Data Subject being able to be identified (e.g., via the use of 'pseudonyms and other efforts to anonymise the data). Identifying information may only be shared with particular panel members on a 'need to know' basis proportionate to the purpose.

4.

Sharing Anonymous or Aggregated Data and other Sensitive Non-Personal Data

Instructions



The following sections can be populated from the DPIA. In a rapid onset emergency where there is no DPIA it is recommended that agencies do not share more Personal Data or Sensitive Non-Personal Data just because the DPIA has not been conducted., this serves as a limit. Depending on context categories can always be reduced.

Any specific risks highlighted in the DPIA, e.g., risk of sharing with particular service providers including government, or risk of sharing any particularly sensitive data e.g., ethnicity should be highlighted, and specific data fields removed if necessary. Discussions should also be had about sharing anonymous data with authorities or others and whether reporting specific protection fields may put children at risk.

The DPISP should also be adapted based on the results of the DPIA, e.g., in some contexts there are community case workers who collect data, in which case specific details would need to be added on this.

4.1 Local Authorities

a) **Only Anonymous Data (e.g., aggregated data) can be shared with Local Authorities to fulfil their role and mandate, for the purpose of coordination for the provision of services,** based on the provisions below⁹:

- Aggregated data will be shared based on the 'need-to-know' principle, the best interests of the child, and the 'do no harm' principle.

- Aggregated data may be shared unless context specific circumstances require further assessment before agreeing to this.
 - Aggregated data will only be shared from and by the *[insert title/name of in-country CP/CM Coordination Group]* to the agreed authority at the local or national level.
- b) When sharing aggregated data with local authorities for the purpose of coordination, **the following data may be shared, if needed:**
- Total number of children receiving child protection case management services, disaggregated by sex, age, legal status or category (e.g., national, asylum seeker, refugee, internally displaced person)
 - Type of protection concerns (noting the importance to consider and mitigate the risk incurred by sharing certain types of information based on the real or potential risk for identification and/or harm of the Data Subject)
 - Type of care arrangements
 - Type of services needed
 - Type of services provided
- c) The following provisions for sharing aggregated data with local authorities have been agreed by the Participants: *[insert text for specific considerations or provisions here if applicable, or if not applicable, remove this paragraph]*

⁹ Noting that Personal Data can be shared with Local Authorities for the purpose of making a referral for service provisions, wherein the relevant Authority is a participant to the DPISP and a service provider.

Example Scenario



The CP AOR Coordinator is in the Camp Coordination meeting for Camp B. The Camp Administrator from the local authority requests information on which case management services are available in the camp, and how many boys and girls have been reached this month. The Camp Administrator is concerned that there are not enough case workers available. The CP AOR Coordinator shares the following information with the Camp Administration: the total number of children receiving child protection case management services that month (disaggregated by sex and age); a list of who is providing what services and where; and outlines gaps in service provision and resource needs. The CP AOR Coordinator is confident that sharing this information will not cause harm to children and their families as it is non-identifying, anonymous and is in the best interests of the children and camp population in contributing to resource mobilisation.

4.2 Child Protection Coordination Mechanisms

Aggregated data can be shared with relevant Child Protection Coordination Mechanisms to allow for situation and response monitoring. The analysis of anonymous, aggregated, and sex/age disaggregated data provides valuable means for CP Coordination forums (like the Child Protection Sub-Sector, Working Group or Case Management Task Force, for example) to derive a context specific understanding of the child protection situation and response in the specific location.

- Aggregated data can be shared based on the 'need-to-know' principle, the best interests of the child, and the 'do no harm' principle.
- Aggregated data will only be shared by a designated focal person per agency to the relevant Coordinator.

When sharing anonymous data with the CP Coordination mechanism for the purpose of situation and response monitoring, the following data may be shared (if needed, as agreed):

- Total number of children receiving child protection case management services, disaggregated by sex, age, legal status or category (e.g., national, asylum seeker, refugee, internally displaced person)
- Geographical areas (governorate/district/sub-district/camp)

- Total number of open cases disaggregated by sex, age, legal status, or category.
- Total number of closed cases disaggregated by sex, age, legal status, or category.
- Total number of transferred cases disaggregated by sex, age, legal status, or category.
- Number of cases reopened.
- Total number of separated children disaggregated by sex, age, legal status, or category.
- Total number of unaccompanied children disaggregated by sex, age, legal status, or category.
- Type of care arrangements (% of cases per care arrangement) disaggregated by sex, age, legal status, or category.
- Type of protection concerns, % of protection concerns (e.g., child labour, children associated with armed forces or armed groups, MHPSS, gender-based violence etc.) disaggregated by sex, age, legal status, or category.
- Case risk level (low, medium, high) disaggregated by sex, age, legal status, or category.
- Cases requiring family tracing and reunification (disaggregated by sex, age, legal status, or category).
- Type of services provided (disaggregated by sex, age, legal status, or category).
- Type of services needed (disaggregated by sex, age, legal status, or category).
- Number of referrals made per category e.g., health, education, psychosocial support, cash assistance etc (TBD in country) (disaggregated by sex, age, legal status, or category).

4.3 Other Sectors

Anonymous and aggregated data can be shared with other sectors such as coordination mechanisms for the purpose of joint coordination on service provision and joint situation and response monitoring. Such information can be shared with other sectors such as, for example: Protection, GBV, Education, CCCM/Shelter, WASH and Livelihoods.

- Anonymous and aggregated data will be shared based on the 'need-to-know' principle, the best interests of the child, and the 'do no harm' principle.
- Anonymous and aggregated data will be shared only from the [*in-Country CP/CM Coordination Group*] to the other coordination body/bodies/sector(s).

When sharing anonymous and aggregated data with other coordination bodies or focal persons, for the purpose of coordination and joint situation and response monitoring, the following data may be shared (if needed):

- Total number of children receiving child protection case management services, disaggregated by sex, age, legal status or category (e.g., national, asylum seeker, refugee, internally displaced person)
- Total number of open cases disaggregated by sex, age, legal status, or category.
- Total number of closed cases disaggregated by sex, age, legal status, or category.
- Total number of separated children disaggregated by sex, age, legal status, or category.
- Total number of unaccompanied children disaggregated by sex, age, legal status, or category.
- Type of care arrangements (% of cases per care arrangement) disaggregated by sex, age, legal status, or category.
- Type of protection concerns, % of protection concerns (e.g., child labour, children associated with armed forces or armed groups, MHPSS, gender-based violence etc.) disaggregated by sex, age, legal status, or category.
- Case risk level (low, medium, high) disaggregated by sex, age, legal status, or category.
- Cases requiring family tracing and reunification (disaggregated by sex, age, legal status, or category).
- Type of services provided (disaggregated by sex, age, legal status, or category).
- Type of services needed (disaggregated by sex, age, legal status, or category).
- Number of referrals made per category e.g., health, education, psychosocial support, cash assistance etc (TBD in country) (disaggregated by sex, age, legal status, or category).

4.4 Donors

Only Aggregated data can be shared with Donors to ensure accountability for the appropriate use of funds and to demonstrate progress in the provision of child protection case management services, as well as to highlight specific gaps and needs for further funding.

- Aggregated data will be shared based on the 'need-to-know' principle, the best interests of the child, and the 'do no harm' principle.

- Aggregated data should only be shared by an agency's designated focal persons to the designated donor focal person or technical expert.
- Aggregated data may be shared using the donor's reporting template, so long as it complies with the provisions as set out in this DPISP.

Noting: The provision of funding by a donor(s) does not in itself entitle the donor to access to personal data and confidential information. Providing access to personal data for purposes that can be fulfilled by anonymous data would constitute a violation of the data protection principle of data minimisation and 'do no harm' principles and would be a significant child safeguarding risk, due to the vulnerable status of children and families receiving child protection case management services. Personal data will not be shared with a donor for purposes of donation monitoring.

When sharing aggregated data with donors the following data may be shared (if needed, as agreed):

- Total number of children receiving child protection case management services, disaggregated by sex, age, legal status or category (e.g., national, asylum seeker, refugee, internally displaced person).
- Total number of open cases disaggregated by sex, age, legal status, or category.
- Average time elapsed from case opening to closure for low-medium risk cases.
- Average time elapsed from case opening to closure for high-risk cases.
- Number of cases reopened.
- Geographical areas (governorate/district/sub-district/camp)
- Type of reasons for case reopening disaggregated by sex, age, legal status, or category.
- Total number of closed cases disaggregated by sex, age, legal status, or category.
- Total number of separated children disaggregated by sex, age, legal status, or category.
- Total number of unaccompanied children disaggregated by sex, age, legal status, or category.
- Type of care arrangements (% of cases per care arrangement) disaggregated by sex, age, legal status, or category.
- Type of protection concerns, % of protection concerns (e.g., child labour, children associated with armed forces



or armed groups, MHPSS, gender-based violence etc.) disaggregated by sex, age, legal status, or category.

- Case risk level (low, medium, high) disaggregated by sex, age, legal status, or category.
- Type of cases requiring family tracing and reunification (disaggregated by sex, age, legal status, or category)
- Type of services provided (disaggregated by sex, age, legal status, or category).
- Type of services needed (disaggregated by sex, age, legal status, or category).
- Number of referrals made per category e.g., health, education, psychosocial support, cash assistance etc (TBD in country) (disaggregated by sex, age, legal status, or category).

In exceptional circumstances, such as the specific purposes of donation monitoring including programme monitoring, requests to view case files can only be complied with if they are redacted and contain no identifying information.

Example Scenario



Child Protection Agency C is working in Camp B and a donor representative visits the location unannounced. The donor representative asks the Child Protection Officer to show her the case files. The CP Officer does not feel confident about this and asks the donor why they need to see children's case files. The donor explains that they are entitled to do so. The CP Officer from Agency C politely explains that this will not be possible as the case files contain personal data and sharing this information should be in compliance with organisation's data protection framework (for specific purposes, in line with necessity and proportionality principles, under an appropriate legitimate basis, and with respect for the rights of data subjects) and in adherence to commitments made in the inter-agency DPISP. The CP Officer therefore confirms that on request, redacted case files or related information can be provided with no identifying information.



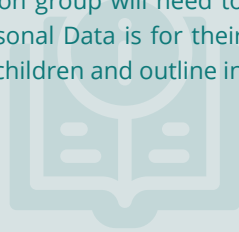
5.


Special Considerations for Sensitive Non-Personal Data

Instruction



In every context the CP Coordination group will need to determine what Sensitive Non-Personal Data is for their context, given the specific risks for children and outline in section B below.



The Participants recall that if Non-Personal Data is capable, either on its own or together with other information available to the recipient of the data, of identifying an individual, then such data is Personal Data and can only be shared or otherwise processed in accordance with **Section 2 and 3** .

This can include data (and information) collected, used, stored, or shared by humanitarian and human rights organizations relating to protection risks, rights violations or the [protection] situation of specific groups or it could relate to the location of a specific individual and/or group. Examples include details of protection incidents, specific needs codes or other structured data about protection issues or vulnerabilities, details of assessed protection risks and needs, and information about protection services that have been provided to a group. This type of data may be in aggregate or anonymous form.

The Participants have agreed that the following types of Non-Personal Data are to be classified as Sensitive

Non-Personal Data: *[insert text for specific types and any specific considerations or provisions below]*

This is covered by safeguards as set out in this agreement.



Example Scenario

In a specific Camp a small number of children has been provided Case Management services following release after having been involved with armed groups. Due to the sensitivity of the issue, and the small case load within the Camp population, it is decided by the CP Coordination Group that the number of children with this specific protection concern will be strictly limited to specific recipients, even at the aggregate level, because this could be a risk for these children and their families, given.

It is imperative that when making a decision on what to share and what not to share that we always take into consideration who the end recipient is and what may be likely risks or consequences of sharing this type of data with them. Therefore, it is always necessary to determine the *issue and* legitimate basis, specific purpose, and carefully consider to whom the *numbers*. data is being shared, how it will be used, and what the implications may be for the data subjects.

6.

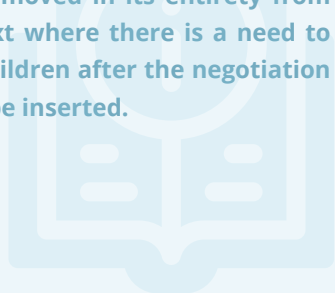
Sharing Personal Data with and from UNHCR in Refugee Settings

Instructions



For settings in which participating agencies of the DPISP are providing child protection case management services to refugee children, this section should be completed to specify the data and information flows from partners using CPIMS+ or another information management system or tool (digital or paper-based) in a predictable and systematic way, aligned to the principles and provisions as set out in the DPISP.

Should this section specific to refugee settings not be relevant in the context (e.g., no refugee child case load) Section 6 can be removed in its entirety from the DPISP. Or in a context where there is a need to expand this to refugee children after the negotiation of the DPISP, it can then be inserted.



In line with each agency's applicable data protection framework, this DPISP, and all applicable data protection and information security policies and regulations, Participants will share personal data with UNHCR in a predictable and timely manner in refugee and mixed settings for the purpose of:

- Delivering child protection case management services and Best Interests Procedures.
- Contributing to effective coordination of Best Interests Procedure including situation, response, and child protection case management programme monitoring.
- Prioritising children for assistance and durable solutions, including those provided exclusively by UNHCR.

The sharing of personal data between each specific agency and UNHCR may additionally be regulated in this DPISP and aligned with governing Data Protection Policies bilateral data sharing agreements and partnership agreements. This section is informed by and aligned with Section 3.5. of the [2021 UNHCR Best Interests Procedure Guidelines for Assessing and Determining the Best Interests of the Child](#) and takes into account all relevant principles applicable to the context of child protection case management in refugee settings within the implementation of BIP for refugee and asylum-seeking children.

Please see [Section 3.5](#) on Information Management for Best Interests Procedure which further details the following:

- Data elements to be shared for specific purpose for protection services and assistance immediately and in the future for which referrals to UNHCR can be made, and examples of protection services and assistance services that are provided either immediately or in the future, based on information known to UNHCR, for which referrals to UNHCR can be made.
- Example data elements to be shared with UNHCR by partners implementing Best Interests Procedures
- Example data elements to be shared with partners by UNHCR in Best Interests Procedure cases managed by that partner.
- Overall guidance on information management in the context of Best Interests Procedures

Example Scenario



A refugee child is receiving case management services from Agency A. The child is unaccompanied and residing in an interim care arrangement that cannot be sustained. While the child is being supported by the Agency and UNHCR with BIP, the child may be able to be referred for Resettlement under Country X's programme for unaccompanied children or through a complementary pathway to be reunified with their family once identified and verified. While the child is receiving services from Agency A, personal data can be shared with UNHCR for the purposes of refugee protection case management and related services immediately and in the future, as above described. Further, there may be specific assistance available, through referral to UNHCR partners, to support the interim caregivers to provide care and protection for the child. In which case, the child and caregivers could benefit if information is shared in adherence to the principles of this protocol.

In line with its Data Protection Policy, UNHCR will share Personal Data of children in the context of implementing BIP and refugee protection case management, generally based on consent or the vital or best interests as relevant legitimate bases for specific purposes, as described below. Consent for provision of service needs to be received, unless – in exceptional cases – where consent cannot be obtained, and the referral is in the best interests of the child. The child/caregiver needs to be informed about the data sharing required for provision of service and given an opportunity to express any concerns or objections before any personal data about an individual child, or other individual, is shared.

Before making any referrals for services, UNHCR informs the child and caregiver about the purposes of referral and data sharing, what Personal Data is required for it, and the available alternatives in case of refusal. UNHCR should also obtain consent for provision of service from caregivers before making a referral to a partner. Whether UNHCR process personal data based on consent or the best interest, assent of the child in question should be sought depending on his/her level of maturity (UNHCR BIP Guidelines, 2021, Page 117).

6.1 Purposes for which UNHCR processes Personal Data received from Participants

Pursuant to UNHCR's mandate to provide international protection and to seek permanent solutions for persons within the Office's mandate responsibilities, UNHCR may process personal data received from Participants:

- To deliver long-term protection and solutions to children at risk, with UNHCR mandate as the legitimate basis for personal data processing**, in addition to best interests of the data subject. The fulfilment of this purpose may involve several data processing operations, including data collection, best interest determination procedures, and sharing to and from relevant stakeholders.
 - **The minimum necessary personal data to be shared with UNHCR on children at risk and children in BIP for whom UNHCR** may provide durable solutions is as follows:
 - [UNHCR country operation to indicate the required personal data]
 - UNHCR may request additional personal data from a Participant by a bilateral arrangement.
- To provide protection services and assistance, with UNHCR mandate as the legitimate basis for personal data processing.** The fulfilment of this purpose may involve several data processing operations, including data collection, best interest determination procedures, and sharing to and from relevant stakeholders.
 - The minimum necessary personal data to be shared with UNHCR for provision of protection services and assistance is as follows:
 - [UNHCR country operation to indicate the required personal data]
 - UNHCR may request and receive from Participants additional personal data for specific purposes of delivering protection services and assistance, which



include best interest determination procedures and monitoring and feedback concerning referrals made by UNHCR to child protection agencies. UNHCR may request additional personal data from a Participant by a bilateral arrangement.

The data sharing is performed in accordance with the data protection framework applicable to each Participant. In all instances, personal data requested and shared must observe data protection principles outlined in this agreement including informing the concerned child/caregiver of the purposes of data sharing and the implications of refusing to share personal data with UNHCR¹⁰, allowing them to object to the data sharing, and ensuring the sharing of information is in the best interests of the child and Do No Harm principle.

Data requested to be provided to UNHCR should only be that data which is necessary for UNHCR to carry out its protection objectives and not exceed the legitimate purpose or compatible purposes in line with UNHCR personal data protection framework.

6.2 Sharing of Personal Data between UNHCR and Participants

- a) The sharing of Personal Data between UNHCR and the Participant shall normally be regulated by a bilateral data sharing agreement between UNHCR and the Participant. Where such agreement does not exist, the below arrangements apply.
- b) UNHCR may share to a Participant as part of a referral for the provision of services (immediately and in the future) as needed based on the best interests of the individual child:
 - Personal Data shared must be limited to only the information necessary for the referral agency to provide that service effectively (from the list of Personal Data points set out in paragraph (b) below).

- Personal Data will be shared from the case worker managing the case to the direct service provider (this may include a focal point within a service provider).
- The following data may be shared:
 - **Unique identifier for child, caregiver:** Any relevant identification numbers (e.g., proGres ID) held by the child and/or their family that can be used to support the sharing of pseudonymised data.
 - **Basic biodata of child, caregiver:** Basic biodata includes full name(s), age, sex, date of birth, place of birth, location of origin, current address.
 - **Confirmation of the child and/or caregiver's Informed Consent or Assent to referral**
 - **Specific needs** (e.g., Current or if changed)
 - **Care arrangement details** (e.g., Current or if changed)
 - **Status of Best Interests Procedure** (e.g., BIA, BID, current step)

c) The Participant may share with UNHCR:

- Personal Data for the purposes as laid out in 6.1(a) and (b) above
- The following Personal Data for the purpose of monitoring and feedback on referrals made by UNHCR to the Participant:
 - i) [UNHCR country operation to indicate the required personal data]

Please see further detailed data elements and descriptions in Section 3.5.3 of the [2021 UNHCR Best Interests Procedure Guidelines](#) for more information. Please also see the Inter-Agency Guidance Note on Data Protection and Information Sharing in Humanitarian Settings including Specific Considerations for Settings with Refugees. (link forthcoming)

¹⁰ Such as, for example, that UNHCR may not be able to prioritise them for assistance and durable solutions.



Annexes

Annex 1 Information Security

This Information Security Annex forms an integral part of the DPISP to which it is attached. Any capitalized terms not otherwise defined herein shall have the meanings set forth in the Protocol. In all efforts to secure information the physical safety of staff and individuals who are operating on behalf of the Participants in processing information must be considered. Participants are responsible for ensuring protection of critical information systems, including paper-based or other information management tools, that contain confidential information.

Each Participant shall put in place appropriate physical, technical, and organizational data information security measures (for any Personal Data when at rest, in use or in transit) which are appropriate for the risks that may result in the processing and in line with international best practice.

This Information Security Annex sets out best practice in organizational, technical, and physical information security measures which shall be implemented to the furthest extent by participants. These measures are not an exhaustive list and do not relieve the Participant from its obligation to determine appropriate security measures for the type of processing and the risks at stake.

1. Organizational security measures

1.1 Have in place an established security and privacy program that includes but may not be limited to the following:

- a) Procedures ensuring compliance with identified legislative, regulatory, and contractual requirements related to intellectual property rights and protection of personal information.
- b) Background verification policies and procedures of all new employees (including remote employees, contractors, and third parties) established proportional to the type of data to be accessed.
- c) Written job descriptions for employees with access to confidential or sensitive information with processes in place to ensure that access to data is granted solely on a “need-to-know” basis.
- d) Assigned roles and responsibilities of maintaining information security in your organisation clearly defined, documented, and widely communicated to all staff, contractors, and third parties.
- e) Security and privacy trainings for all employees, including temporary and volunteer staff as well as contractors, who will have access to sensitive information covering at minimum the practices mentioned in this annex in addition to protection against phishing, social engineering, ransomware, and other cyber-attacks.
- f) Processes and procedures to discover and respond to information security incidents in a timely manner and include stakeholder notification.
- g) If applicable and organization manages their own systems and applications, the program should include baseline requirements to secure systems and applications

2. Measures relating to data collection / processing through a system

2.1 Some minimum requirements are:

- a) System requires login for all features that manage sensitive information.
- b) Hosted information is not publicly available and is only accessible by authorized logged in users.
- c) Appropriate authentication and authorization mechanism implemented such as integration with single-sign on mechanisms, automatic session timeout, and/or MFA (multi-factor authentication).
- d) The web application is reachable exclusively over HTTPS. If the user manually edits the URL to start with http://, it will redirect to https://.



- e) System provides reliable services and system maintenance is effectively managed, communicated to users and downtime is limited.
- f) System provides automatic backups or archiving of data to prevent data loss in the event of an incident.
- g) System provides guarantees of permanently removing all associated resources and information as part of decommissioning when engagement / use of system has terminated.

2.2 Use only systems for data collection and hosting that offers functionality that assigns a unique case code to all children of whom information is gathered.

- a) The system should keep an “action log” or “audit log” of all updates made to a case, and should include what was the change, when was the change made, and who made the change.
- b) The case code should be used to refer to the case verbally, electronically, or on paper instead of referring to personal data as defined in the Protocol.

2.3 Spreadsheet programs such as Excel or Google Docs are not recommended for data collection or data processing. Further information and guidance about the use of these programs can be found on this annex on the “Out of system activities” section.

2.4 Social media, chat groups or email should not be used to share case personal identifiable information.

2.5 Apply the following system access procedures:

- a) Credentials (username and password) are unique and must not be shared between individuals.
- b) When user self-registration is granted, individuals should follow the minimum requirements ensure that passwords are not similar to their usernames, at least 8 characters in length and do not contain sequential characters (i.e., 123, ABC)
- c) Authorization and authentication should follow the principle of least privilege, which maintains that a user or entity should only have access to the specific data, resources and applications needed to complete a required task.
 - i) Users should be granted access to the system only for the duration of their engagement with the programme, employment contract or role in case management.

- ii) If user has finished their required tasks or terminated their engagement with the programme, access to the system should be revoked.
- iii) The authorization to the system to be granted to individuals based on their roles and responsibilities using the principle of least privilege.

2.6 If applicable and organization manages their own systems and applications to host, collect and manage information, the system should meet baseline requirements to secure systems and applications such as OWASP Proactive controls or Application Security Verification Standard (ASVS), for example.

3. Device management

3.1 Ensure that organization-owned devices (mobile phones, tablets, laptops, and desktop computers) used for any data collection, storing, and/or processing activities are securely managed.

- a) Devices should have an antivirus and licensed software/ applications. Users should not be allowed to install unsanctioned applications.
- b) Operating system and software installed on devices should be regularly updated.
- c) Devices should be password protected.
- d) Devices should not be used for personal activities.

3.2 Deletion of data should be done not only from a mobile device used for data collection, but also from any cloud provider used for data backup (i.e., OneDrive, Google One, Dropbox, iCloud, etc.)

3.3 Participants should provide organization-owned devices and avoid the use of personal devices. If personal devices are being used for this engagement, in addition to the guidelines specified on point 1, the following should also be applied:

- a) Users should only have the bare minimum level of access to organization’s systems or data.
- b) If user will not participate in planned activities, all collected, processed data should be handed over and permanently deleted from personal devices.



- c) Users should be made aware of the risks associated and the importance of protecting the data.

4. Paper-based and “Out of System” Activities:

4.1 In addition to the computer itself, all electronic files (e.g., Word, Excel) must be password protected. Passwords should follow the minimum requirements: ensure that passwords are not similar to their usernames, at least 8 characters in length and do not contain sequential characters (i.e., 123, ABC)]

4.2 Electronic files with personal information should be stored on a Cloud storage service that automatically creates backups of the information and maintain a version control which keeps track of all the changes that have been done to the documents.

- a) Some popular Cloud storage services are OneDrive, Dropbox, Google Drive, or Citrix.
- b) The tier selected from these cloud storage services should be private and not make the hosted information publicly available.
- c) All electronic files with personal information stored on these Cloud storage service must be password protected.
- d) If other type of files such as photos, emails, etc. need to be stored, these can be saved in a password protected zip file.
- e) A password management tool is recommended to store/manage passwords and prevent loss of access to the encrypted files.
- f) Data must be deleted from public cloud storage on the termination or conclusion of activities for which the information was retained or otherwise processed.

4.3 Manage hard copy forms and files securely and should consider the following minimum recommendations:

- a) Each case and all related forms and paperwork should be stored in its own individual file, clearly labelled with the individual case code on the outside of the file.

- b) Paper files should be stored and labelled according to the allocated case code. It is imperative that the child’s name does not appear on the outside of the file.
- c) Paper files should be kept in a secure place, accessible only to the caseworker(s) and supervisor(s) responsible for the information. This requires a secure lockable filing cabinet, with arrangements for the keys to be kept with the person with responsibility for the information. No one else should be given independent access, unless on a need-to-know basis and permission is provided.
- d) Paper files should be transferred by hand between only the people responsible for the information (for example when required for use in case conferences and case review meetings). During transit and transfer, the files should be stored in a sealed box or sealed envelope.
- e) original documents such as ID cards or medical reports. Instead, original documents must either be photographed or scanned and returned to the child/family.

5. Measures to ensure secure transfer of Personal Data:

5.1 Comply with data encryption measures while the information is “in transit” – being sent.

- a) All files that contain sensitive information should be password protected.
- b) Password used to encrypt the file should not be shared using the same channel. For example, if file is shared using OneDrive and link is shared through email, the password to the file can be shared through Signal, WhatsApp, SMS, etc.
 - i) The password used to encrypt the file should comply with the minimum requirements abovementioned.

5.2 Personal data should not be shared in attachments or as embedded text in email. Instead, the organization should limit data transit modalities through tools that allow to create a temporary and limited access. Common Cloud Storage Services with these capabilities are OneDrive, Dropbox, Google Drive, or Citrix. The following steps are recommended:



- a) Sender protects the electronic file with a password in compliance with the minimum password requirements previously mentioned.
- b) Sender uploads the electronic file to OneDrive folder (or other Cloud Storage Service).
- c) Sender creates a shared link of the electronic file and specifies the email address of only the recipient(s) who should have access to the file.
- d) Sender sends email to only the recipient(s) with the link to the file.
- e) Sender sends a message through Signal with the password.
- f) After confirmation that the file has been successfully downloaded and safely stored by the recipient, the access to the shared link should be revoked.

5.3 Do not store personal data on external hard drives, USB or “flash drives”.

6. Managing Exceptions

Communicate to the Coordination Group the inability to comply with any of these measures due to extenuating circumstances. Exceptions to any of these guidelines must be approved by the Coordination Group and will prioritize:

- a) Physical safety of staff and individuals who are operating on behalf of the Participants.
- b) Protection of critical information systems that contain confidential information.



Annex 2 CP Coordination Group, Coordinators and Consultation Process

Instructions



The description of methodology used for developing the DPISP should describe the following:

- **Specify who was consulted and how** *they were informed* of the DPISP process and purpose, and what information materials they were provided with.
- **Specify the measures taken to engage with stakeholders and role-players**, such as for example working meetings, group or individual consultations. Specify the convener, date, time, and venue of these consultations.
- **Specify any limitations** with or challenges arising from the chosen methodology.
- **The process for how the template was used and how the Protocol was developed and contextualised.**
- **Note when and why the DPISP has been revised or updated due to specific changes**, for example, changes in operational context, geographic coverage, participating agencies etc.
- **It is recommended to link the digital softcopy where possible**, otherwise that hardcopies are made available for reference.

Consultation

The development of this Protocol is a contextualised and consultative inter agency process, which has used the following methodology. Where personal data is within the scope of the Protocol, the data protection officers of participating organisations have been consulted where possible: *[insert a description of the methodology used to develop the DPISP below and the process of how the template was used, the agreement developed and contextualised]*



Annex 3 Form of Adherence/ Signature

programming in *[insert locations]*, endorsed on *[insert date of endorsement by CP/CM Coordination Group]* by the *[insert title of In-Country CP/CM Coordination Group]*.

DPISP for *[Name of CP Programme]*

This document constitutes the confirmation, by the undersigned organization, to adhere to the Data Protection and Information Sharing Protocol specific to child protection case management

By signing this Adherence Document, the undersigned organization agrees to adhere to the DPISP and understands that it will be bound to comply with any future modification to the DPISP; provided that such modification is made in accordance with the consultation and review procedure set out in the DPISP.

Signatories:

<p>[Name] [Title] [Name of Agency/Entity]</p>	<p>___ / ___ / ___</p>
<p>[Name] [Title] [Name of Agency/Entity]</p>	<p>___ / ___ / ___</p>
<p>[Name] [Title] [Name of Agency/Entity]</p>	<p>___ / ___ / ___</p>
<p>[Name] [Title] [Name of Agency/Entity]</p>	<p>___ / ___ / ___</p>
<p>[Name] [Title] [Name of Agency/Entity]</p>	<p>___ / ___ / ___</p>
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THE ALLIANCE
FOR CHILD PROTECTION
IN HUMANITARIAN ACTION