



NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 35: RAPPORT REGISTRATIONS

Date: 1st August 2018

Dear

Rapport registrations post GDPR

As you will be aware, as part of the GDPR compliance updates we have removed all the “opted-in” options from all registration processes. We have been monitoring the impact of this on user registration and generally this has not caused any problems. One issue however that has been identified is the process of “Adding a user” on Rapport.

It is apparent that when new users are being added, many officers are neglecting to tick appropriate Information Providers, more specifically ‘the Police’. This has resulted in a significant number of new registrations that have been made but not shared with the admin’s own organisation.

The proposed solution

1. Update the incorrect accounts

The first issue is to correct the settings of the users who have been added since May 25th as, due to the IP selection error, a small proportion of newly added users have not been added to your databases and are therefore not visible / contactable by you. This issue was resolved on July 11th by making selection of at least one Information Provider mandatory during registration.

On the basis that these previously-registered users will not have signed up with an officer if they did not expect to have joined the Police database, we will update their settings to include “the Police” where appropriate. There is a caveat to this, which is that nationally there were 61 new users signed up by police that had proactively ticked a different Information Provider’s box and not “the Police”. Where this has been done after signup, and their Information Providers changed to exclude the police, we will retain those current user settings to exclude “the Police” as an Information Provider.

In August, the start of our new GDPR process that will automatically notify all users about who they share their data with and enable them to instantly update their preferences.

2. Prevent this problem in the future.

We propose to revert the “Add user” process in Rapport so that the “recommended” Information Providers are pre-ticked. Just to be clear, this is not, in our view a contradiction to the GDPR as this screen is not seen or used by the citizen that is being registered, it is used by your administrators

who ask the registrant questions and fill in the appropriate boxes. Just like only having to complete the house number and postcode, not the full address, the Rapport form has time (and error) saving features to speed things up.

It will be just as important that all your administrators explain the various options to new registrants and give them the opportunity to change any selections.

To decide which boxes are pre-ticked in each police force area, we intend to work with each organisation to determine which partner organisations would be appropriate for being pre-ticked.

This change will only be made to the Rapport "Add user" screen which is filled in by your staff/volunteers. The standard and quick registration screens will not be changed in any way.

We propose to make this change to Rapport on Monday 13th August, giving you time to notify all of your administrators and to remind them to review the IP selections with each new registrant.

If you would like us to update which IPs appear on the Rapport signup screen and which ones are your "Recommended Providers", please email support@neighbourhoodalert.co.uk with your requirements.

If you have any concerns regarding this proposed update, please reply to this message as soon as you are able, so we can review the proposal.

Reminder for your Diary

This year's **Development Board** meeting will be held on **Wednesday 10th October** and the **Neighbourhood Alert Conference** will be on **Thursday 11th October 2018**. We will be sending formal invites over the next couple of weeks.

Best regards

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