

LG Inform Plus - Record of Processing Activity (RoPA)



- This guide shows you how to create a Record of Processing Activity (ROPA) tailored for your own authority.**

August 2020

This document outlines how to create and maintain your authority's RoPA within LG Inform Plus.

What is it?

The RoPA is a document that organisations are required to maintain under the General Data Protection Regulations (GDPR) that came into force in May 2018.

LG Inform Plus's existing Records Retention Tool describes each type of record that an English council is likely to hold to meet legal and business records management requirements. You can download a spreadsheet of pre-populated information for each record type and use this to help build the Records Retention Schedule that your council is required to hold.

For GDPR, record types have been broken down in greater detail and more standard information has been pre-populated. This information forms a template RoPA which you need to supplement with your local information to form your council's full RoPA.

LG Inform Plus lets you:

- download the template RoPA
- upload and download a spreadsheet of your RoPA
- maintain your RoPA online
- Create and save a privacy notice for any record type

The RoPA tool is built by and for a community of local authorities working with the Local Government Association (LGA). Legal and records retention guidance is provided by Kent County Council and delivered via the Records Retention and RoPA Tools. We expect tools and data to be refined as experience builds up across the community of local authorities.

Your record managers and legal team should use the data provided as a guide but you MUST ensure that your own authority's experts review and approve your retention schedule and RoPA.

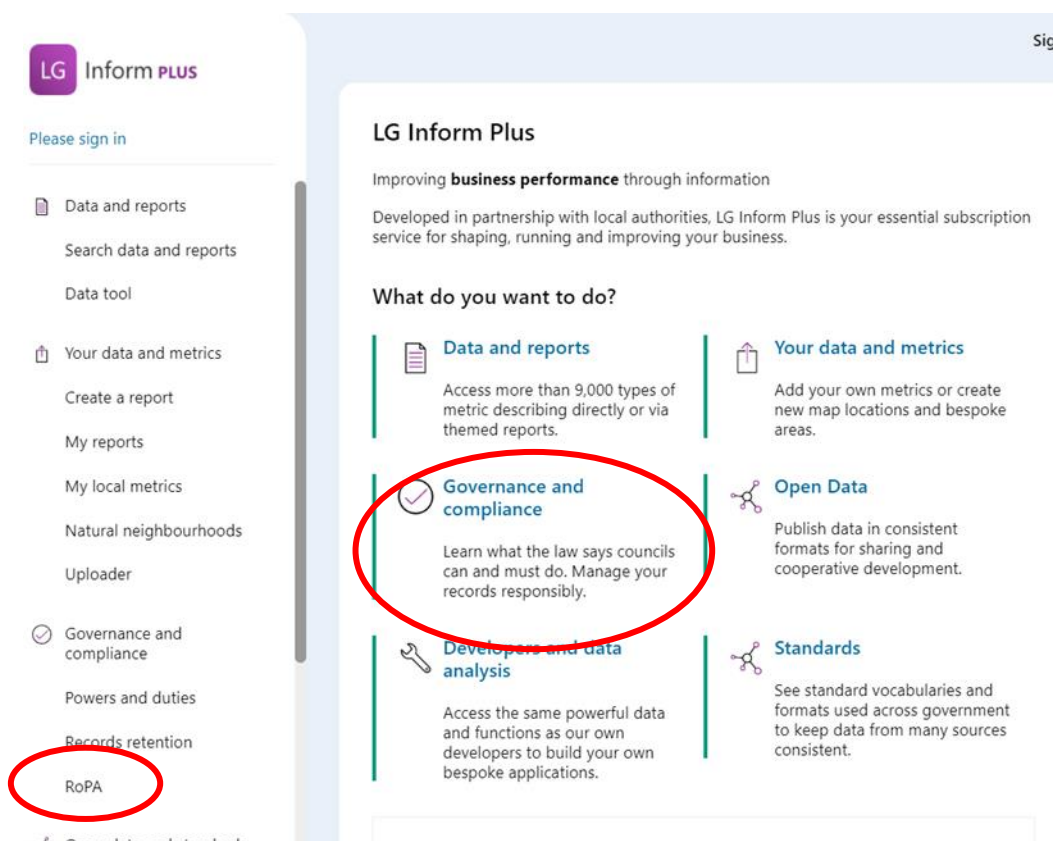
Utilising the RoPA Module

To utilise this module, you will need to sign-in to [LG Inform Plus](http://about.esd.org.uk/) (<http://about.esd.org.uk/>). If you have not previously registered, use the “Register” option first to register with your council email address.

Your council needs to be subscribed with LG Inform Plus to use this tool. If you don't have access after sign in, contact lginformplus@local.gov.uk or the support team at support@esd.org.uk.

Once you have signed in, follow these instructions to get a RoPA that has generic record type information pre-populated but contains empty fields for information that is specific to your council.

First, click on the ‘**RoPA**’ link in the side navigation or the ‘**Governance and compliance**’ heading, shown in the image below:




Introduction

By clicking on the 'Governance and compliance' link users are taken to a 'Hub' page which outlines each of the modules: Powers and Duties, Record of Processing Activity (RoPA) and Records retention'.

The section on 'Record of Processing Activity (RoPA)' provides you with introductory information, such as the requirements of GDPR and the functions which are available with the tool to help you create and maintain your RoPA.

This page also contains functionality and links to get users started with each module.

Governance and compliance

 Subscribing organisations have access to a specialist suite of compliance tools that will help keep you up-to-date with changing legislation, allow you to rationalise your operations and save time and money.

Powers & Duties

Information on what current legislation gives English and Welsh councils the power to do and what it requires them to do in law.

The guidance is assembled by Kent County Council's Legal Services team in partnership with the LG Inform Plus team, to support authorities when making decisions about what services they should provide. It can also influence whether services are provided free or customers are asked to pay.

Search for a power or duty

Record of Processing Activity (RoPA)


The Record of Processing Activity (RoPA) modules helps authorities comply with the General Data Protection Regulations (GDPR).

Councils who collect and process personal data are required by the Data Protection Act 2018 to maintain this record.

This tool provides:

- A compliant RoPA template to download and complete using standard spreadsheet software
- Advanced search controls allow you to find specific RoPA Records immediately
- A way to identify records containing personal or special information quickly
- Automatically generated privacy notices for you to link to your website.

[VIEW YOUR ROPA](#)



Note: there is a 'Chat' icon if users need specific help:



Creating a new RoPA for your organisation

Select 'View your RoPA' from the Governance and compliance hub page. If your organisation has not already created a RoPA in LG Inform Plus you are presented with a page with a wizard to help you get started.

Your RoPA Privacy notice

Subscription

Wear Valley District Council RoPA

Wear Valley does not yet have a RoPA. Let's get started.

Want to learn more about what a RoPA is and how to use one? Check out our [RoPA Guidance](#)

Do you want to manually add a RoPA record, or download a template to add via a bulk upload?

Not sure? [Check out the help pages](#)

Adding multiple records via bulk upload

1. Download a template RoPA that we've compiled for you.
2. Customise the template to make it suitable for your Authority. [Learn more](#)
3. Upload your completed RoPA here for safe storage, automated generation of privacy notices, and to be alerted when guidance changes.

Manually add a RoPA Record

Head over to the add a RoPA record page and fill out the form online.

ADD A RECORD

You can either add an individual record to start creating your RoPA (see later in this guide) or download a template which you can use to fill in the relevant information against multiple records before uploading them to LG Inform Plus to create your RoPA.

Before you download the RoPA template you can filter the record types to be included.

Filters which you can choose are shown in the image below:

Download your RoPA template

Business function

- Select -

Organisation type

- Select -

Applicable to

- Select -

☒ Basic template ?

☒ Excel

☐ Full template ?

☐ CSV

DOWNLOAD TEMPLATE

Upload your completed RoPA template

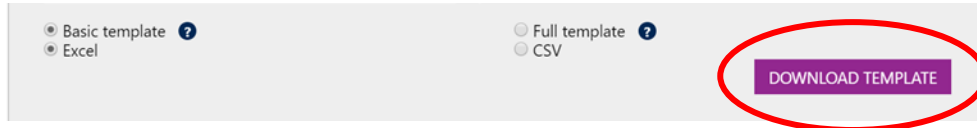
SHOW

- **Business function** – choose one or more business functions whose records are to be included in your RoPA. If you don't choose any business function the template includes record types for all business functions
- **Organisation type** – choose your own organisation type to restrict the template to

record types you are most likely to keep.

- **Applicable to** – choose ‘Personal’ to select only record types which contain personal data and ‘Special’ to select only record types which contain special or sensitive personal data. To include record types which contain any type of personal data you need to select both ‘Personal’ and ‘Special’.

The format of the template can also be selected:



- **Template format** – choose the format you would like your template to be. It can be either:
 - a **csv file** (comma separated text file) with one row per record type. This can typically be read by any spreadsheet application.
 - an **EXCEL file** – Microsoft Excel spreadsheet

The template can either be:

- a **basic template** containing fewer columns which can be used to create your RoPA and organise the records into your organisational structure but not to complete the full details
- a **full template** with more columns which can be used both to organise the records into your organisational structure and to complete the full RoPA details for each record type.

Once you have chosen any filters and the format of the template you require then click on the ‘Download template’ button to generate your template file.

After a few moments, a file named “RoPA.csv” (or RoPA.xlsx) will be downloaded to your computer.

If you are maintaining your own RoPA offline and you have downloaded the detail template, you can use this file to input to your RoPA details. If you are using LG Inform Plus to maintain your RoPA, progress to the next section of this guide.

Edit RoPA offline and upload changes

1. Edit the CSV or EXCEL file using a spreadsheet tool

Open the RoPA.csv (or RoPA.xlsx) file that you have downloaded from the “Download detail RoPA template” option described above or from a subsequent download of your own RoPA. You can use Microsoft Excel, Google Sheets or any other spreadsheet package that lets you open a CSV or XLSX file, edit it and save it back in CSV or XLSX format.

The CSV/XLSX spreadsheet has columns A to AR as listed here:

| Column | Column heading | Notes |
|--------|-----------------------------------|---|
| A | Organisation Name | Columns that apply to your whole organisation. You need only fill in the first row |
| B | Data Controller Name | |
| C | Data Controller Email | |
| D | Data Controller Address | |
| E | Data Controller Telephone | |
| F | Data Protection Officer Name | |
| G | Data Protection Officer Email | |
| H | Data Protection Officer Address | |
| I | Data Protection Officer Telephone | |
| J | ROPA ID | RoPA identifier that is assigned automatically to a new entry and used to identify an existing entry that you are editing or deleting. Invalid identifiers are ignored. |
| K | Retention ID | Records retention record type identifier, which indicates where data for the pre-populated fields comes from |

| | | |
|---|---|--|
| L | Business Function | Pre-populated business function name that you can change if you have a strong preference for using your own function names |
| M | Service ID (download only) | Columns that are pre-populated according to the record type and cannot be changed |
| N | Service Name (download only) | |
| O | Service Legislation Name (download only) | |
| P | Service Legislation Power Or Duty (download only) | |
| Q | Records Description | Pre-populated according to the record type but can be changed to use your own description of the records. Often useful if you have the same record type in different business areas. |
| R | Contains Personal Information? (download only) | Columns that are pre-populated according to the record type and cannot be changed |
| S | Contains Special Information? (download only) | |
| T | Impact Level (download only) | |
| U | Legal Or Business Requirement? (download only) | |
| V | Retention Legislation Name (download only) | |
| W | Retention Legislation URL (download only) | |
| X | Retain Permanently? (download only) | |
| Y | Retention Requirements | Retention requirements pre-populated from the guidance. You can change this locally if you wish |
| Z | Notes (download only) | Columns that are pre-populated |

| | | |
|----|------------------------------------|---|
| AA | Added Date (download only) | <p>according to the record type and cannot be changed.</p> <p>Columns that describe your own RoPA records. These should be filled in by you in the spreadsheet and/or online.</p> |
| AB | Updated Date (download only) | |
| AC | Data Processing Name | |
| AD | Data Processing Email | |
| AE | Data Processing Address | |
| AF | Data Processing Telephone | |
| AG | Processing Purpose | |
| AH | Joint Controller Name | |
| AI | Categories Of Individual | |
| AJ | Categories Of Personal Information | |
| AK | Categories Of Recipients | |
| AL | Contract Link | |
| AM | Details Of Transfer | |
| AN | Safeguards | |
| AO | Security Measures | |
| AP | Legal Basis For Processing | |
| AQ | Basis For Processing Special | |
| AR | Delete | <p>Enter “yes” here if you want to delete the RoPA record identified by the ROPAID column. All other values are ignored.</p> |

Note that the basic template you can use to create your own RoPA organisational structure contains only columns A to AB. All columns are in the full template.

You can populate the category fields with any text values that you wish, but these are the standard lists of values offered. Use the standard categories unless your organisation has agreed different values for good reason.

Categories of individual

- Employees
- Customers
- Members
- Patients
- Pupils

Categories of personal information

- Contact details
- Health data
- Financial information
- Employment data
- Education data
- Race
- Ethnic origin
- Politics
- Religion
- Trade Union membership
- Genetics
- Biometrics (where used for ID purposes)
- Health
- Sex life
- Sexual orientation

Categories of recipients

- Suppliers
- Credit reference agencies
- Government departments
- Court and police services
- Banks and insurance companies

If more than one category applies for a single RoPA record, put a “|” symbol between each category. For example “xxxxx|yyyyy”. The “|” is known as a “pipe” symbol. It usually comes above the “\” at the bottom left of a PC keyboard.

2. Points to note on CSV/XLSX editing and upload

- You need only provide organisation details in columns A to I on the first row of data, that is row 2 of the spreadsheet
- If you leave the ROPA ID column empty on a row, a new RoPA record will be added on upload provided at least one of the columns of local information (columns AC to AQ) is filled in
- If you want more than one record of the same record type, simply duplicate a row in

the spreadsheet with the same Retention ID

- If you fill in the ROPA ID column your existing RoPA record with that identifier will be edited on upload
- Columns expecting a Boolean value will accept the values “yes” and “no” which are not case sensitive. An empty value is also accepted where the field is not mandatory.

Two rows of a completed sample RoPA spreadsheet are shown below:

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | |
|---|---------------|---------------------------|-------------------------|----------------|--------------|-------------------------|---------------|--------------|---------------------------|--------------|----------------------------|---------------|---------------|--------------|--------------|
| 1 | Organisation | DataControll | DataControll | DataControll | DataControll | DataProtecti | DataProtecti | DataProtecti | DataProtecti | ROPAID | RetentionID | BusinessFunct | ServiceID (dc | ServiceName | |
| 2 | My Council | Ms Jane Smith | Jane.Smith@123 High Str | 0123 456 789 | Mr Stephen | Stephen.Yu@123 High Str | 0123 456 7891 | | | | 6335 | Housing final | 120 | Housing rent | |
| 3 | | | | | | | | | | | 6336 | Housing final | 120 | Housing rent | |
| | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | AA | AB |
| 1 | ServiceName | ServiceLegisl | ServiceLegisl | RecordsDesc | ContainsPers | ContainsSpe | ImpactLevel | LegalOrBusin | RetentionLeg | RetentionLeg | RetainPerma | RetentionRei | Notes (down | AddedDate (| UpdatedDate |
| 2 | Housing rent | | | All records re | TRUE | TRUE | Official | TRUE | HMRC - Compliance Handl | FALSE | Retain from year records c | 09/01/2013 | 10/05/2017 | | |
| 3 | Housing rent | | | Documentat | TRUE | TRUE | Official | TRUE | Limitation Ac http://www. | FALSE | Retain from end of tenanc | 09/01/2013 | 10/05/2017 | | |
| | AC | AD | AE | AF | AG | AH | AI | AJ | AK | AL | AM | AN | AO | AP | AQ |
| 1 | DataProcessi | DataProcessi | DataProcessi | DataProcessi | ProcessingPl | JointProcessi | CategoriesOf | CategoriesOf | CategoriesOf | ContractLink | DetailsOfTra | Safeguards | SecurityMea | TimeLimits | LegalBasisFo |
| 2 | Ms Faisal Isl | faisal.Islam@123 High Str | 0123 456 7893 | | | | | | | | | | | | |
| 3 | Mr Evan Jon | evan.jones@123 High Str | 0123 456 7894 | | | | | | | | | | | | |

3. Upload your RoPA

Scroll to the ‘Upload your completed RoPA template’ pane and open it by clicking on the downward arrow. Choose the file you want to upload by clicking on the ‘Choose file’ button.

Download your RoPA template
HIDE

Business function
- Select -
Organisation type
- Select -

Applicable to
- Select -

☒ Basic template ?
☐ Full template ?
☐ CSV

DOWNLOAD TEMPLATE

Upload your completed RoPA template
SHOW

Choose file
No file chosen
UPLOAD

Choose your file of edited RoPA records and, once the name of your chosen file is shown as in the image below, click “UPLOAD” to upload it for storage, viewing and editing online.

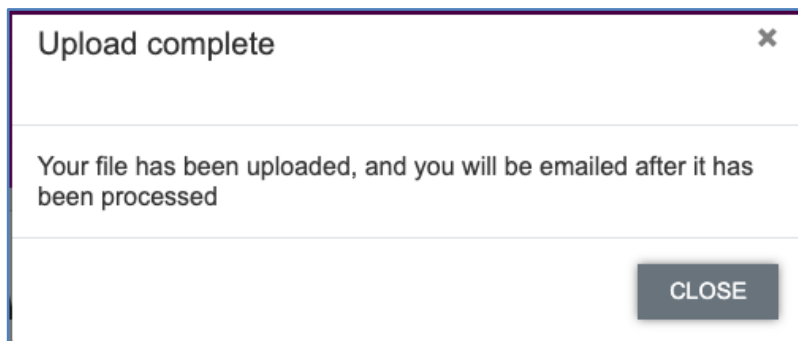
Upload your completed RoPA template
HIDE

Once you've edited your template come back to this page and upload it.

Choose file
No file chosen

UPLOAD

After your file has been uploaded, this message will appear:



Keep an eye on your email inbox for a message from support@esd.org.uk telling you that your upload is complete as shown below:

From: <support@esd.org.uk>
Date: 20 February 2018 at 12:44
Subject: Your ROPA upload completed successfully
To: nick@porism.com

Dear Nick Bryan,

Your upload has completed with records 2 added, 0 updated and 0 deleted.

Kind regards,
LG Inform & LG Inform Plus support team
<http://lginform.local.gov.uk/> | <http://lginformplus.local.gov.uk/>

If any rows in your spreadsheet have not been processed because of errors the email message will provide details so that you can fix the errors and upload again.

Note that if your upload is part complete you will need to edit your spreadsheet so that only the rows which failed to process are included to avoid duplication.

Following successful import, you can refresh or go back to the 'Your RoPA' page which will show the records that have been imported.

Wear Valley District Council RoPA

[Subscription](#)


Managing your RoPA

From this page you can view, edit or update your RoPA. If you need detailed help, [check out the documentation](#).

Make changes to your RoPA

[UPLOAD ROPA](#)[ADD ROPA RECORD](#)[DOWNLOAD ROPA](#)

Filter your RoPA

Business function Processor Applicable to Keywords [DOWNLOAD 13 RESULTS](#)

Retention information is provided for guidance only. You must check requirements with your council's own legal team.

Care assessments

| | | |
|--|-----------------------------|--------------------------------|
| Care assessments | Processed by Processor 1 | PRIVACY NOTICE |
| All records relating to adults who don't fall into any other categories | Processed by Processor 1 | PRIVACY NOTICE |
| Client records relating to the care of adults with a learning impairment | Processed by Processor 2 | PRIVACY NOTICE |

Health and social care - Adult services - Adult social care

| | | |
|------------------|-----------------------------|--------------------------------|
| Client records | Processed by Processor 1 | PRIVACY NOTICE |
| Care ambassadors | Processed by Processor 1 | PRIVACY NOTICE |

Once you have added records to create your RoPA you will no longer see the 'wizard' when you choose the 'My RoPA' option but will see the records in your RoPA together with options to view and maintain your RoPA on an ongoing basis.

See '**Viewing and editing your RoPA**' and '**Privacy Notices**' later in this guide.

Adding a RoPA record online

If you prefer to create your RoPA by adding records individually online instead of uploading from a completed template you can do this from the wizard by clicking on the 'Add a record' option.

The screenshot shows the 'Your RoPA' page with a 'Privacy notice' link. Below the 'Subscription' section, it says 'Wear Valley District Council RoPA'. A teal box contains the message: 'Wear Valley does not yet have a RoPA. Let's get started. Want to learn more about what a RoPA is and how to use one? Check out our [RoPA Guidance](#)'. Below this, a question asks: 'Do you want to manually add a RoPA record, or download a template to add via a bulk upload?'. A link 'Not sure? Check out the help pages' is provided. Two options are listed: 'Adding multiple records via bulk upload' and 'Manually add a RoPA Record'. The 'Manually add a RoPA Record' option includes the instruction: 'Head over to the add a RoPA record page and fill out the form online.' A red circle highlights the 'ADD A RECORD' button on the right.

When you choose the 'Add a record' option you are first asked to choose the record type for your new RoPA entry. You can see what record types are available by typing search text into the dropdown box displayed and then scrolling through matching record types to find the one most relevant.

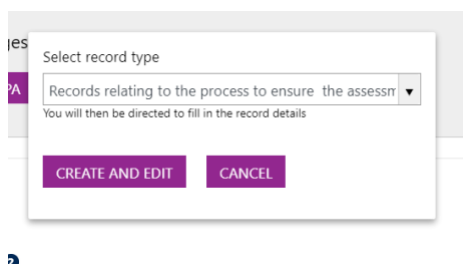
Records can also be added manually here:

The screenshot shows the 'Managing your RoPA' page. It states: 'From this page you can view, edit or update your RoPA. If you need detailed help, c'. Below this, a section titled 'Make changes to your RoPA' contains three buttons: 'UPLOAD ROPA', 'ADD ROPA RECORD', and 'DOWNLOAD ROPA'. The 'ADD ROPA RECORD' button is circled in red.

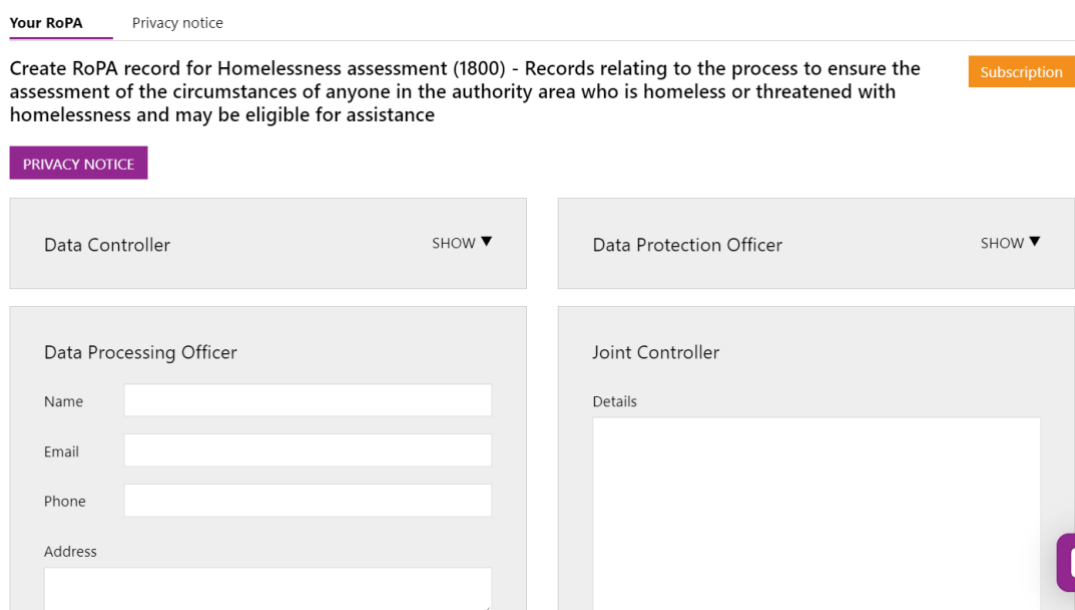
Note that the record types here have generic names and that when you are adding a record you can change the name to match local terminology if you wish. Just find the record type which most closely matches what you need.

The screenshot shows the 'Select record type' dropdown menu. The search text 'homelessness' is entered. The dropdown list shows two results: 'Records relating to the assessment of the circumstances of anyone in the authority area who is homeless or threatened with homelessness and may be eligible for assistance' and 'Records relating to the process to ensure the assessment of the circumstances of anyone in the authority area who is homeless or threatened with homelessness and may be eligible for assistance'. The first result is highlighted in blue. Below the dropdown, there is a 'Filter your RoPA' section with a 'Business function' dropdown menu showing 'Salart'.

Click on the record type you want so that the name is inserted in the search box and then click on 'CREATE AND EDIT'.

A modal dialog box titled "Select record type". It contains a dropdown menu with the selected option "Records relating to the process to ensure the assessm". Below the dropdown, it says "You will then be directed to fill in the record details". At the bottom, there are two buttons: "CREATE AND EDIT" and "CANCEL".

A page in which you can add all the details about your new RoPA record is displayed.

The page shows the "Your RoPA" section with a "Privacy notice" link. The main heading is "Create RoPA record for Homelessness assessment (1800) - Records relating to the process to ensure the assessment of the circumstances of anyone in the authority area who is homeless or threatened with homelessness and may be eligible for assistance". There is a "Subscription" button. Below this is a "PRIVACY NOTICE" button. The page is divided into two main columns. The left column has a "Data Controller" section with a "SHOW" button and a "Data Processing Officer" section with input fields for Name, Email, Phone, and Address. The right column has a "Data Protection Officer" section with a "SHOW" button and a "Joint Controller" section with a "Details" text area. A purple "C" icon is visible in the bottom right corner.

At the top of the page are panes in which you can enter information about the people in your organisation responsible for the records.

To enter the name, email, phone and address information for either the Data Controller or the Data Protection Officer for your organisation click on the down arrow beside the job title. Note that these are organisational roles and once entered for one RoPA record are displayed as entered against all others. If they are changed against any record they are changed against all.

To record details of the Data Processing Officer responsible for your new RoPA records complete the details in the pane displayed. If there is a joint controller responsible for your records then enter details in the text box provided.

Scrolling down the entry page you can enter information about the records you are adding to your RoPA and about how you are processing those records.

RoPA Record Details

| | |
|---------------------------|---|
| Description | Records relating to the process to ensure the assessment of the circumstances c |
| Purpose of processing | |
| Business function | Homelessness and prevention |
| Retention requirement | Retain from date process changes for 6 years. |
| Categories of individuals | |
| Categories of information | |
| Categories of recipients | |
| Link to contract | |
| Details of transfer | |

| | |
|---------------------|---|
| Safeguards | |
| Security measures | |
| Basis of processing | <input type="checkbox"/> (a) Consent <input type="checkbox"/> (b) Contract <input type="checkbox"/> (c) Legal obligation <input type="checkbox"/> (d) Vital interests <input type="checkbox"/> (e) Public task <input type="checkbox"/> (f) Legitimate interests |

SAVE

CANCEL

Some of the information is pre-filled with standard information held about the record types in LG Inform Plus. This includes:

- Record type description
- Business function
- Retention requirements
- Basis of processing
- Basis of processing special (where the record type contains special personal information)

You can use the standard information or change any of the pre-filled values to match

your local situation.

If you have changed a value from the pre-filled standard information and would like to reset it back then you can use the reset (↺) button on the right hand side of the field to do so.

The 'categories' which are required information for a RoPA record can be completed by either typing in your own terms or by placing the cursor in the input box to display a list of pre-defined or previously used terms for the category. You can mix your own terms with those selected from the displayed list and can enter as many categories as you wish.

Once you have entered a term against any of the categories it will be displayed in the list of pre-defined terms for future RoPA entries.

When you are happy that you have entered all the information needed for your RoPA entry then click on the 'SAVE' option at the bottom of the page to add your RoPA record.

Viewing and editing your RoPA

Once you have added one or more sets of records to your RoPA, either by uploading or adding online, the wizard is no longer available. If you choose the 'Your RoPA' option a page showing all the record sets you have added is displayed.

Your RoPA

Privacy notice

Wear Valley District Council RoPA

Subscription

Managing your RoPA

From this page you can view, edit or update your RoPA. If you need detailed help, [check out the documentation](#).

Make changes to your RoPA

UPLOAD ROPA

ADD ROPA RECORD

DOWNLOAD ROPA

Filter your RoPA

Business function ?

- Select -

Processor ?

- Select -

Applicable to ?

- Select -

Keywords ?

DOWNLOAD 13 RESULTS

Care assessments

Care assessments

Processed by
Processor 1

PRIVACY NOTICE

All records relating to adults who don't fall into any other categories

Processed by
Processor 1

PRIVACY NOTICE

Client records relating to the care of adults with a learning impairment

Processed by
Processor 2

PRIVACY NOTICE

Health and social care - Adult services - Adult social care

Client records

Processed by
Processor 1

PRIVACY NOTICE

1. Viewing your RoPA

Records in your RoPA are sorted by business function (alphabetically) and then by the record type name within each business function.

If you scroll down the page you can see all the records which have been added to your RoPA.

Alternatively you can filter the list by:

- Business function
- Processing officer name
- Applicable to (to filter by record types containing personal data or those containing special data)
- Keywords (user defined keywords)

to see only those record types matching your filter criteria.

You can see the full details of any RoPA record by clicking on the record type name in the list. This displays the current information for the record type.

2. Editing your RoPA

Editing an existing record

Any details can be edited at this point by simply changing the necessary fields and then clicking on the 'SAVE' option.

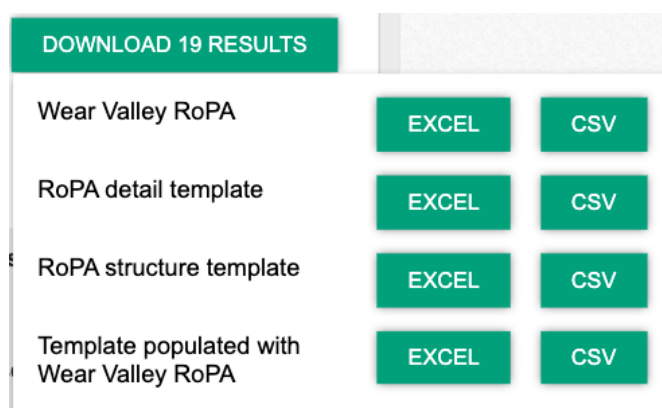
You can also delete the RoPA entry by clicking on the 'DELETE' option and then confirming that you wish to delete in the lightbox displayed.

If you just wanted to view the details of a RoPA entry but not make any changes then the 'CANCEL' option returns to the list page.

Editing on a spreadsheet

You can also download your RoPA in a spreadsheet format (CSV or XLSX) to make changes offline and then upload them.

To download simply click on the 'DOWNLOAD' option and choose the format of your download.



Options are:

- **Organisation name RoPA** – to download your full RoPA or the records you have filtered from your RoPA. Use this to download and save or edit your existing RoPA.
- **Detail template** – to download as a template any records in your RoPA which match your filters plus any record types (in the LG Inform records retention schedule) which also match your filters. Use this to add records to your RoPA (or update details of existing records. Records already in your RoPA will have a number filled in in the RoPA ID column but will not show all the RoPA details.
- **Structure template** – to download as a structure only (without full RoPA details) any records in your RoPA plus record types which match your filters. Use this to add new records to your RoPA in your organisational structure without needing to add all the details at this time
- **Template populated with organisation name RoPA** – to download full details of records in your RoPA which match your filters plus any record types which also match your filters. Use this option to add new records to your RoPA and update details of any existing records.

All the downloads are available in either Excel or CSV format.

Points to note when editing your RoPA from a template:

- Do not delete or change the RoPA ID for existing records. This is used to find and update an existing record.
- If you want to delete an existing record (with a RoPA ID) enter 'yes' in the delete (last) column on the spreadsheet
- If you want to create more than one record of the same record type simply copy the details to a new row (blank out the RoPA ID in the new row if there is one)
- Any row in your spreadsheet which does not have a RoPA ID will be added when you upload. Make sure you delete any rows you do not need.

Once you have edited and saved your spreadsheet you can upload the results to update your RoPA.

To do this click on the UPLOAD option at the top of the page, choose your file and then click on the 'UPLOAD' button to start the upload. You will be emailed with the results of your upload as soon as it has finished.

Once you have received the email you will see any new records in the list of your RoPA records. Clicking on the header will display full details of each RoPA entry.

Adding a new RoPA record online

Instead of using a spreadsheet download/upload you can add a single RoPA record online. To do this click on the 'ADD ROPA RECORD' option at the top of the page to display a page with a form in which you can enter details of the new record.

Make changes to your RoPA

UPLOAD ROPA ADD ROPA RECORD DOWNLOAD ROPA

Filter your RoPA

Business function ?
Adult social care, Equipment

Applicable to ?
Personal, Special

Select record type

planning

- Case files relating to injunctions under the Town & Country Planning Acts
- Records relating to individual applications for rent repayment orders under the Housing and Planning Act 2016
- Planning applications
- All records relating to the planning consultation process
- Residential planning applications**
- Case files relating to Section 106 agreements under the Town and Country Planning Act 1990

You need to choose the record type of the records you wish to add to your RoPA. To do this enter one or more keywords into the box and then pick the record type which most closely matches your records by clicking the description in the list and then clicking on the 'CREATE AND EDIT' button.

The record type name you see is a generic name but you will be able to change this to suit local terminology once you have chosen it.

A page in which you can enter the details of your RoPA record is displayed.

Organisation level information (Data controller details and Data Protection Officer details) are displayed when you click on the down arrow beside the headers. These are filled in for you from your organisation details. If you change them here they will change against all RoPA records.

Fill in all the details and click on 'SAVE' to add your new record.

For more details about how to fill in the page see 'Adding a RoPA record online' earlier in this guide.

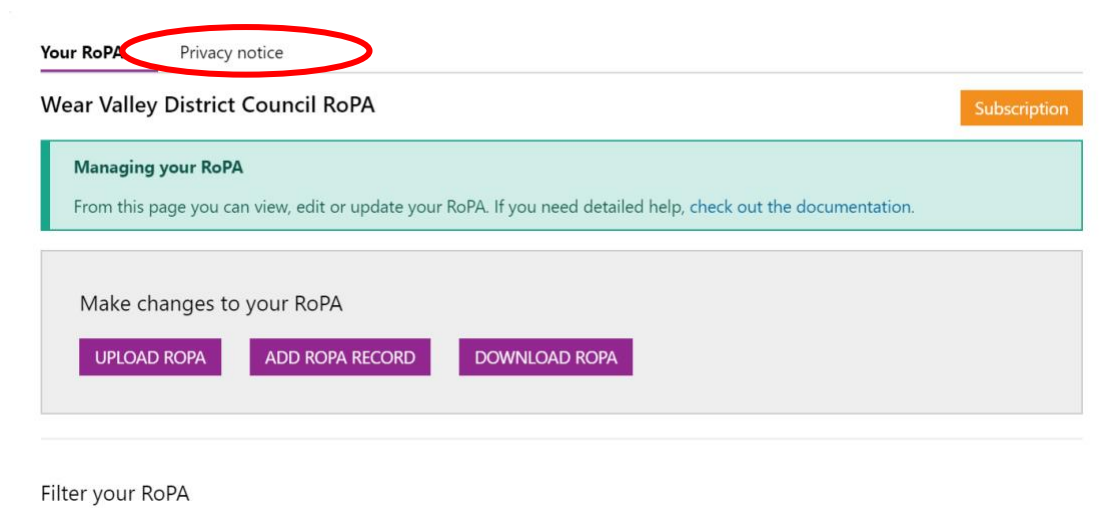
Creating Privacy Notices

You can create and save one or more privacy notices against each of your RoPA records. A privacy notice is something you can give to those whose information you hold to explain what information you hold about them and what you are doing with that information (how you are keeping it, who you are sharing it with, how long you will keep it etc.).

Your organisation may have a standard format privacy notice already defined (or multiple ones used for different types of data or audience).

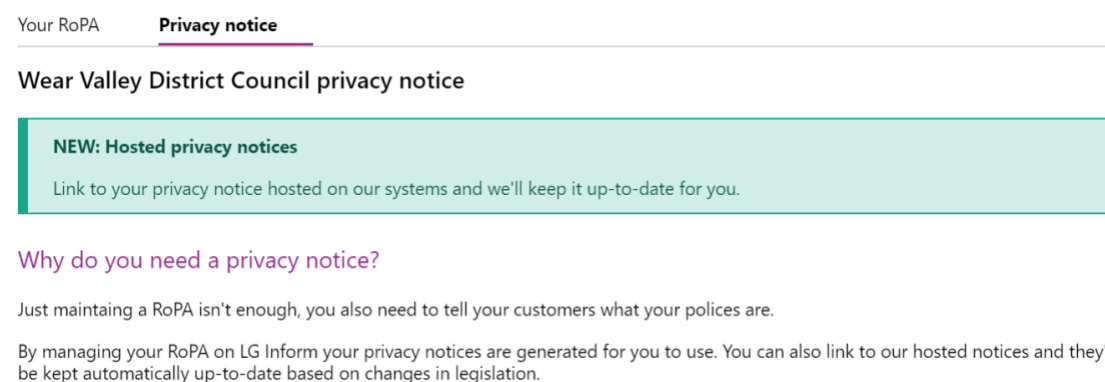
You can set these up as 'templates' which can then be linked to appropriate RoPA records. Once you have linked a template to a RoPA record you can edit it to be more specific to that set of records if you wish.

1. Creating template privacy notices



To create a customised template privacy notice click on the 'Privacy notice' option in the top menu.

The page explains a little about your RoPA and privacy notices and then has a pane for templates.



Templates

Templates contain the wording that will be used in your privacy notices. You can have unlimited templates - we have provided a default to get you started.

To create your own templates, duplicate our default privacy notice and edit the text to suit your requirements.

In the section below you can then connect template wording to specific business functions.

 WV Template 1







 WV Template 2



Your privacy notices

CREATE PRIVACY NOTICE

This section contains the privacy notices that your organisation has created for specific business functions.


-  Copy the link to your clipboard
-  View the privacy notice
-  Change which template you are using
-  Delete the privacy notice

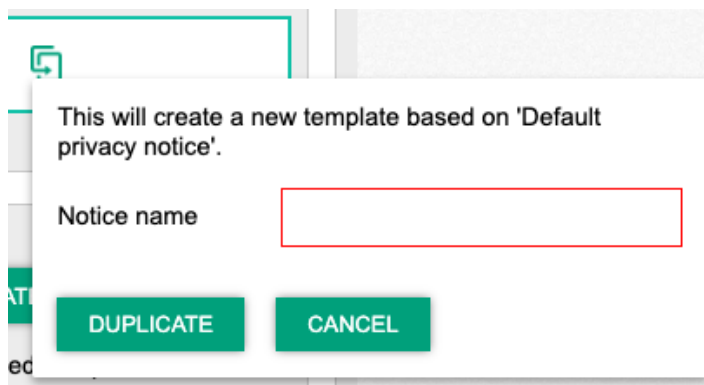
You haven't created any privacy notices for your organisation yet.

CREATE PRIVACY NOTICE

The privacy notice text and retention information is provided for guidance only. You must check requirements with your council's own legal team. You may wish to provide different privacy notices for different record types and different audiences.

There is a default privacy notice template provided for you and you can simply use this if you wish.

Alternatively you may wish to create your own templates, possibly for each business function or for specific record types or customers. To create a template click on the 'duplicate privacy notice' button () to display the default template for editing. When prompted enter a name for your template and then click on 'DUPLICATE' to add the new template.



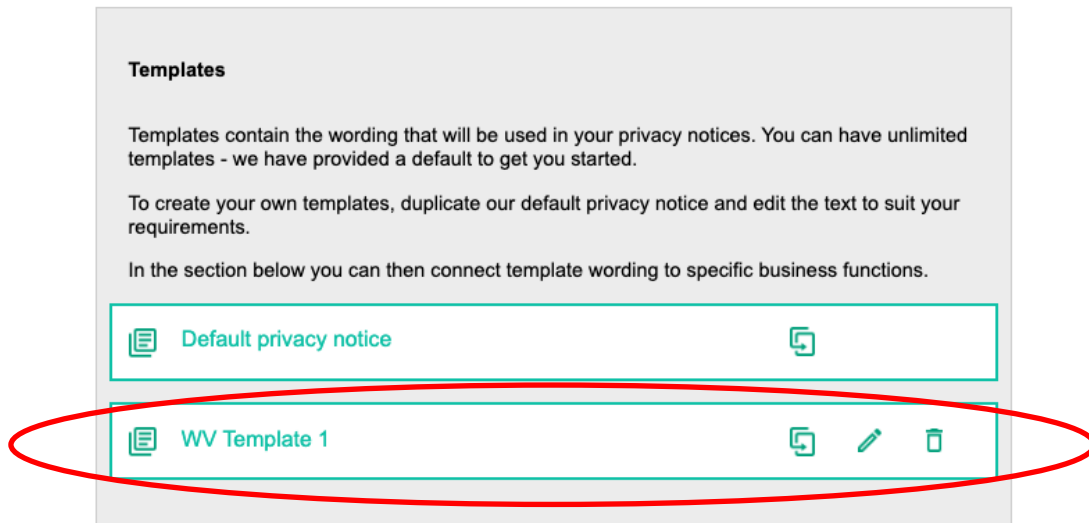
This will create a new template based on 'Default privacy notice'.


Notice name

DUPLICATE **CANCEL**

Note that once you have created your own templates you will be able to duplicate and edit from these rather than the default template if you prefer.

Once created your new template is added to the list of templates.



You can then edit the template as required by clicking on the edit button () to display the template for editing.

Note that editing a template is an advanced feature which requires some knowledge of HTML. You may have officers in your organisation who can do this but, if not, or if you would like some help the support team (support@esd.org.uk) would be pleased to help if you contact them.

WV Template 1

Privacy Notice for

19 September 2019

..... is committed to protecting your privacy when you use our services. This Privacy Notice explains how we use information about you and how we protect your privacy.

This Privacy Notice relates to

If you have any concerns or questions about how we look after your personal information, please contact in the first instance the Data Protection Officer, at or by calling

Alternatively you can contact the Data Controller, at or by phone on or the Representative, at or on

What is personal information?

Personal information can be anything that relates to a living person which, on its own or when put together with other information, can be used to identify a person. For example, this could be your name, your email address and/or your postcode.

Some information about a person is considered 'special' and needs more protection due to its sensitivity. It's often information you would not want widely known and is very personal to you. This is likely to include anything that can tell others anything about you:

- race
- ethnic origin
- politics
- religion

EDIT (ADVANCED)

COPY TO CLIPBOARD

PRINT

The privacy notice text and retention information is provided for guidance only. You must check requirements with your council's own legal team. You may wish to provide different privacy notices for different record types and different audiences.

The template above is the default template. Note that where a row of dots is displayed this is information which will be completed with the relevant RoPA details when you generate a privacy notice for a RoPA record.

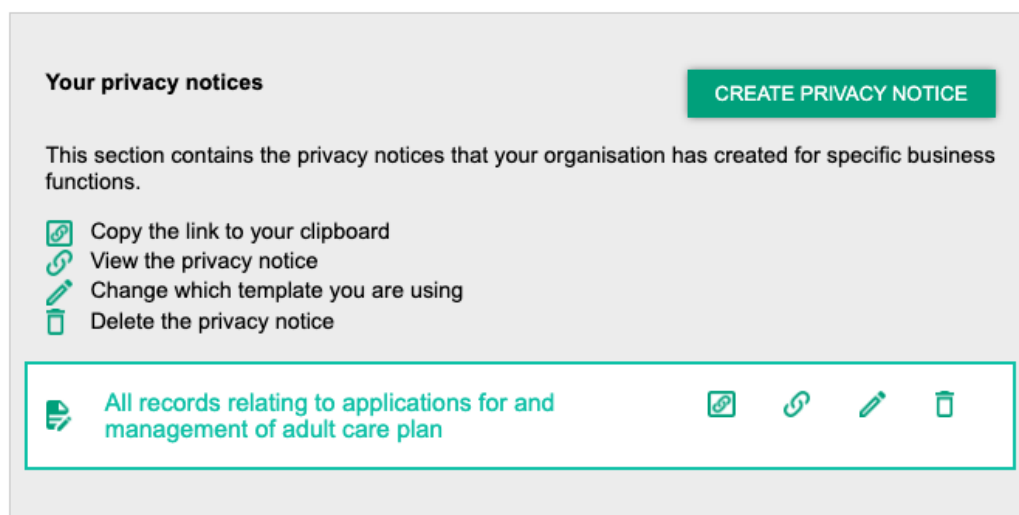
To edit the template click on the EDIT (ADVANCED) button. Edit the HTML as required and click on the 'SAVE' option to save your new template.

There are also options to copy the template to your clipboard which could be used to edit offline or to print the template so that you can see what it would look like when printed.

Creating a privacy notice for your RoPA records

Once you have defined your privacy notice templates you can link a template with a set of records in your RoPA to create a privacy notice for the records.

You can do this from the pane on the 'Privacy notice' page using the 'Create privacy notice' option.







When you click on the option a lightbox is displayed in which you need to choose:

- The template for your privacy notice – from a list of all available
- The RoPA record which will use privacy notice – from a list of all your RoPA records. You can scroll through the list or enter text to find matching records.

Once you have chosen both your template and the RoPA records using the template then click on the 'CREATE' button to add the privacy notice.

The privacy notice will be added to the list on the page and you will then have options to:

-  - copy a link to the privacy notice to your clipboard so that you can use the link elsewhere. For example on a web page where customers can look at the notice online if they wish to know what you are doing with their records
-  - view the privacy notice in your browser. You may want to do this to check the formatting and information in the privacy notice
-  - Change the template used for the privacy notice. When you click on the option you see a lightbox in which you can select an alternative template
-  - Delete the privacy notice. Remove the link between the RoPA record and the privacy notice template. You will be asked to confirm that you wish to delete.

As an alternative way of adding a privacy notice to a RoPA record you can go to the 'Your RoPA' page from the menu and then scroll down to the list of RoPA records.

To the right of each RoPA record is a 'PRIVACY NOTICE' button.

[All records relating to applications for and management of adult care plan](#)

Processed
by

Data
processor 1

PRIVACY NOTICE

If you click on the button you will see 3 options:

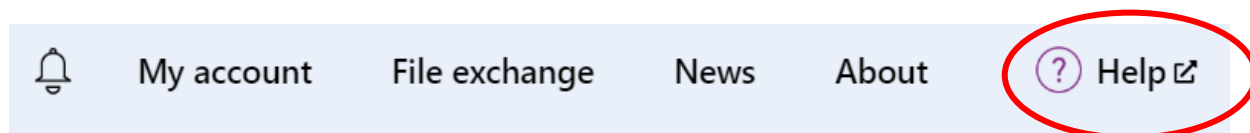
- Create – to link the RoPA record with a privacy notice template
- View – to view the privacy notice in your browser
- Copy link – to copy the link to the privacy notice to the clipboard so that you can use the link elsewhere

The view and copy links are disabled until you have used create to link your RoPA record with a privacy notice template. The create option is disabled once you have added a privacy notice for the RoPA record.

This may be the preferred way of adding privacy notices once your RoPA has a larger number of records.

Need more help?

We hope you found the introduction to the RoPA tool useful, but if you have any further questions or would like to learn more, please get in touch.



Use the Help link in the navigation bar anywhere in LG Inform Plus to read through our [online help guides](#), or send an email to support@esd.org.uk and the support team will get back to you (Monday – Friday, 9 a.m. to 5.30 p.m.).

For more information please contact

Local Government Association
18 Smith Square
London SW1P 3HZ

Email: lginformplus@local.gov.uk



Contact the Local Government Association

Telephone: 020 7664 3000

Email: info@lga.gov.uk

Website: www.local.gov.uk

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We consider all requests on an individual basis.