



# Cyber Resilience

PFA Scotland

**PFA Scotland handles sensitive information about its union membership of 1,300 football players across Scotland, many of whom are regularly exposed to media scrutiny and at risk of unwanted intrusion into their personal lives.**

Aware of imminent changes in data protection laws to tighten up on personal and workplace cyber security, combined with an identified need to improve the way they hold and use footballer data, workers based at PFA Scotland HQ were invited to attend over four hours of training on personal cyber security and personal data protection in November 2017.

The PFA HQ Office Manager had reasonable knowledge of the importance of cyber security and impending legal changes based on the introduction of the new General Data Protection Regulation (GDPR), but the other team members had very little knowledge about cyber security and the legal implications of mishandling data. In addition, the workers were somewhat reticent about attending the workshops, thinking that the subject matter might be dull, and resented spending a day away from their core work. However, after attending the workshops, all workers stated that they were very satisfied with the course content and the level of knowledge and abilities of the tutors. In addition, they felt that the workshops provided them with the incentive to learn more, increased their confidence levels and their ability to learn. They were surprised how much they enjoyed the workshops and particularly liked the inclusion of 'shock factors' in the content to emphasise the cyber security message! They now felt they had an understanding of the relevance of the training for both their personal and working lives.

Overall, workers gained a better understanding about the reputational damage and financial risks a personal data breach could cause for the organisation, if details about their members are leaked and used for inappropriate purposes. PFA Scotland is currently exploring how to safely update 1,300 members' contact details and liaising with Scottish football clubs about cyber security and data protection practices.



From November 2017 to March 2018, PFA Scotland has worked to embed cyber resilience into its personal and workplace structures and systems and procedures in place, including:

- the office has been fitted with a double-lock and extra security;
- all manual records and data are now secured and locked in a safe;
- an additional worker was appointed, on a short-term basis, to scan all manual records and data, which were entered onto an online Customer Relationship Management System (CRM). The worker was briefed on the updated PFA Scotland internet, social media and security policies and signed a confidentiality agreement;
- all workers changed their passwords to make them more robust and secure; and
- the Office Manager sends a monthly email reminder to the team, to continue to keep manual and electronic records secure. Regular notifications about cyber security are also put on the staff noticeboard.

PFA Scotland has requested further training from Scottish Union Learning. This includes participating in personal cyber security refresher workshops to keep their skills up-to-date. Now that they understand cyber security basics, PFA Scotland would benefit from more advanced, or in-depth training on social media and data protection.

“Really interesting session. Well delivered. Given me lots of things to think about regarding IT and security.”

- Office Manager, PFA Scotland -

