BLENDED LEARNING TRAINING PACKAGE

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Handbook – Module 4
Legal and services

Module 4 "legal and services"

Table of Content

Introduction to Handbook

This document is part of the handbook developed for output 3 "Blended learning training package" of the Free Technology Signs Project.

For more information about the project visit: https://freetechnologysigns.eu/

The handbook consists of 4 documents each covering one of the following modules and topics:

Module 1: office applications

  Topic 1.1: word processing programmes

  Topic 1.2: spreadsheet programmes

  Topic 1.3: presentation programmes

Module 2: online behaviour

  Topic 2.1: online research

  Topic 2.2:online accessibility

Module 3: digital media content

  Topic 3.1: video production

  Topic 3.2: graphics

  Topic 3.3: social media

Module 4: legal & services

  Topic 4.1: cloud services

  Topic 4.2: GDPR

In this handbook you find a training plan, worksheets for learns and assessment questions for each of the topics covered in the module.

We advise you to check out the following other project outputs to be able to fully implement the training plan:

- Curriculum

  available for download at:

  https://freetechnologysigns.eu/material/FTS_Curriculum_EN.pdf

- Videos covering each topic:

Available to watch at: https://freetechnologysigns.eu/results/#output2

- Vocabulary list

  available to use at: https://freetechnologysigns.eu/vocabulary/

- Plain texts for all topics with accompanying pictures:

  Available for download at: https://freetechnologysigns.eu/IO2/Plain_Language_EN.pdf

- Presentation to use when implementing the training:

  available for download at:

  Module 1: https://freetechnologysigns.eu/material/FTS_presentation_M1_EN.pdf

  Module 2: https://freetechnologysigns.eu/material/FTS_presentation_M2_EN.pdf

  Module 3: https://freetechnologysigns.eu/material/FTS_presentation_M3_EN.pdf

  Module 4: https://freetechnologysigns.eu/material/FTS_presentation_M4_EN.pdf

- Training plans for other modules:

  available for download at:

  Module 1: https://freetechnologysigns.eu/material/FTS_handbook_M1_EN.pdf

  Module 2: https://freetechnologysigns.eu/material/FTS_handbook_M2_EN.pdf

  Module 3: https://freetechnologysigns.eu/material/FTS_handbook_M3_EN.pdf

  Module 4: https://freetechnologysigns.eu/material/FTS_handbook_M4_EN.pdf

FREE TECH SIGNS

Training plan

https://tools.equalizent.eu/files/play/0/-1/f5ac8aa6-3101-42a0-9e46-924a9e44dcb

Time	Activity (keywords only)	Methodology	Media and materials	Comments
15 min	**Warm-up activity – GDPR scenarios** Divide learners into pairs/small groups Learners read GDPR scenarios or create their own. Learners discuss the scenarios.	Group work	Internet (Google academics etc.) Worksheet "GDPR scenarios"	
20 min	Presentations about group discussions to whole class	Class/ Digital training	Flipchart paper, Powerpoint presentations	Discussing the reasons for the GDPR's creation as well as its global effect.

15 min	**Activity 1: Vocabulary** Trainers shows vocabulary about GDPR on FTS website Trainer adds any additional or missing information / signs	Class	Vocabulary on Free Technology Signs website	Give extra assets to additional learning, like official GDPR rules and significant websites.
10 min	**Watch the video**	Class		Primary goals of the GDPR
15 min	**Q&A** What did the learners understand? What was new? If necessary: rewatch the video Pause after each scene to clarify content	Class discussion		
45 min	**Activity 2:** Exercise with the best practices and practical tips for organizations to follow the GDPR. Learners get a worksheet about GDPR basic principles (Lawfulness, fairness, and transparency. Purpose limitation. Data minimisation. Accuracy.Storage	Individual work	Worksheet "GDPR best practices"	Putting privacy policies and procedures into practice.

	limitations. Integrity and confidentiality. Accountability) Learners fill out the blanks on the worksheet and check answers with trainer.			
1 hour	**Activity 3: Plain text and video** Trainer hands out plain text about GDPR Participants read text about GDPR Learners make a video about GDPR about: 1. Summary of the text/what the learned in this lesson 2. What are they do to protect their data now and in the future Send video to the trainer	Assignment		

Vocabulary List

For the following words you can find a video with the sign, an explanation in plain written language and an accompanying picture in the vocabulary section of the Free Tech Signs website (https://freetechnologysigns.eu/vocabulary/)

- consent
- data privacy
- data processing
- GDPR
- personal data
- privacy rights

WORKSHEET "GDPR scenarios"

Practice Sheet for the Learner

Module: M4 – legal and services

Topic: 4.1 GDPR

Exercise: GDPR scenarios

Duration: 15 minutes

Introduction

GDPR stands for General Data Protection Regulation. It's a European digital privacy legislation. It sets our rules regarding personal data designed to give EU residents more control over their personal data. Please read the scenario below and answer the questions.

Scenario:

Lisa is an event manager at a charity, and her task is to organize parties. Part of her job is regularly communicate with other event managers, volunteers helping out at the events and other staff at her charity. Lisa uses email to impart at every possible opportunity. She is familiar with the charity's GDPR policy and the GDPR principles. She also knows how important it is to protect sensitive and personal information, and she always ensures she only gives information to people who need to see it.

For Lisa, keeping everybody in the know is vital to the smooth running of her parties. At the point when Lisa needs to impart data about involved with everybody in her parties, she typically incorporates the email locations of the people who ought to get that data in the 'To' handle standpoint. This way she sends the data to the significant individuals with a single tick. On the off chance that she gets an inquiry that might be pertinent to just a portion of the other event manager or volunteers. Lisa answers to similar emails and duplicates in the people who ought to be kept informed about the change by sticking their names in the 'Cc' field in viewpoint. Lisa has been involving this methodology for individual and expert messages for a long time.

Questions:

Answer the questions according to the scenario above.

1. Is there anything in Lisa's approach which could potentially lead to a GDPR breach?
   a. Yes
   b. No
   c. Not sure

2. What would you do differently if you were in Lisa's place as a group coordinator?
   a. I wouldn't use email at all.
   b. I would email everyone separately.
   c. I would use the 'Bcc' field rather than the 'Cc' or 'To' fields.
   d. I would continue communicating in the same way as no one has raised any concerns.

3. What would you do as a volunteer helping out at the party if you had any concerns about the way personal or sensitive data is being handled? (More than one option may apply).
   a. I would get in touch with the organisation and share my concerns.
   b. I would speak to the person who is handling the data in an unsafe way.
   c. I wouldn't do anything as everyone is responsible for their own actions.
   d. I would speak to Lisa and share my concerns.

Answers: 1.a, 2.c, 3.a or c.

WORKSHEET "GDPR good practices"

Practice Sheet for the Learner

Module: M4 – legal and services

Topic: 4.1 GDPR

Exercise: GDPR good practices

Duration: 15 minutes

Introduction:

General Data Protection Regulation (GDPR) is a set of regulations intended to protect the privacy and personal data of people inside the European Union (EU). Businesses and organizations that handle the data of EU citizens must comply with GDPR. Here are some best practices to ensure GDPR compliance. Fill in the blanks on this worksheet according to GPDR regulations and then check them with the trainer.

Company/Organization Name: _____

Date: _____

Data Mapping and Inventory

Personal Data Types: List all categories of personal data collected and processed.

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-

Purposes: Specify the reasons for collecting and processing each type of personal data.

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Legal Basis: Identify the legal basis for processing each type of personal data.

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Transparency

Transparency: Describe how individuals are informed about data processing activities.

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Data Minimization and Security

Necessity: List the data points collected and processed, explaining their necessity.

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Security Measures: Explain technical and organisational security measures in place.

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Individual Rights

Access and Rectification: Describe how individuals can access and correct their data.

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Erasure and Data Portability: Explain processes for data erasure and portability.

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Third-Party Processing

Third-Party Processors: List external parties with whom personal data is shared.

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Data Processing Agreements: Explain how you ensure third parties comply with GDPR.

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Assessment questions

Module: M4 – legal and services

Topic: 4.1 GDPR

To whom does GDPR apply?

a. To companies with their main location in the EU.
b. To all existing organisations.
c. To organisations anywhere in the world processing date belonging to people in the EU.
d. To EU companies processing only data from people outside the EU.

Please rate how you feel about the following statement:

I understand the basic principles of GDPR and feel confident in managing personal data in compliance

with its regulations.

☺	☺	☹	☹

Training plan

Time	Activity (keywords only)	Methodology	Media and materials	Comments
15 min	**Warm-up Activity part 1:** Learners collect knowledge about cloud services.	Group work	Internet (Google academics, researchgate etc.)	a brief overview of the cloud services.
20 min	**Warm-up Activity part 2:** Presentations about group discussions to whole class	Class/ Digital training	Flipchart paper, Powerpoint presentations	Processing of information online.
15 min	**Activity 1: Cloud Vocabulary hangman:** Divide learners into pairs. The pairs get a worksheet with Vocabulary about cloud.	Class	Worksheet "Vocabulary Hangman"	Give extra assets to additional learning about cloud services apps.

	The 1st person chose a word from the worksheet and they play "hangman". When the full word is guessed or all attempts are over. They look up the word on the FTS website. Then they switch roles.			
10 min	**Watch the video**	Class		Types of Cloud Services.
15 min	**Q&A** What did the learners understand? What was new? Cloud service advantages	Class discussion		Discuss the advantages.
45 min	**Activity 2: good practices** Hand out worksheet "Cloud services good practices" Learners should come up with a brief description for the practices listed on the worksheet. They should indicate if they think it's a good practice or not.	Individual work	Dropbox, Google Drive, One Drive, iCloud, E-Mail, calendar, WhatsApp etc. Worksheet "Cloud services good practices"	Online Backup, Saving and Restoring, Accessing the data.
1 hour	**Activity 3: Assignment** Divide learners into groups.	Assignment	Dropbox, Google Drive, One Drive, iCloud, E-	

	Each group should research/try out one cloud service provider. Follow the instruction on Worksheet "Cloud services assignment" 1. Explore the major cloud service providers: Microsoft and Google Cloud 2. Create free accounts 3. Explore core services 4. Learn about cost management 5. Answer questions from worksheet 6. Present findings to the other group.		Mail, calendar, WhatsApp etc. Worksheet "Clouds services assignment"	

Vocabulary list

For the following words you can find a video with the sign, an explanation in plain written language and an accompanying picture in the vocabulary section of the Free Tech Signs website (https://freetechnologysigns.eu/vocabulary/)

- artificial intelligence

- bot

- cloud computing

- data back-up

- data security

- data storage

- database

- mobility

- network

- server

WORKSHEET "Vocabulary hangman"

Module: M4 - legal & services

Topic: 4.2 cloud services

Exercise: cloud services good practices

Duration: 45 minutes

Get into pairs! Play "hangman" with the following words.

• artificial intelligence

• bot

• cloud computing

• data back-up

• data security

• data storage

• database

• mobility

• network

• server

Look up the vocabulary on the Free Tech Signs website.

WORKSHEET "cloud services best practices"

Practice Sheet for the Learner

Module: M4 – legal & services

Topic: 4.2 cloud services

Exercise: cloud services best practices

Duration: 45 minutes

Instructions:

For each practice listed below, provide a brief description and check whether you think it's a good practice (✓) or not (✗).

1. Data Backup and Recovery:

Practice: Regularly back up your data and establish a robust recovery plan.

Good Practice: ✓ or ✗

2. Resource Scaling:

Practice: Use auto-scaling to adjust resources based on demand.

Good Practice: ✓ or ✗

3. Security Groups and Firewall Rules:

Practice: Implement proper security groups and firewall rules to control network traffic.

Good Practice: ✓ or ✗

4. Data Encryption:

Practice: Encrypt sensitive data at rest and in transit.

Good Practice: ✓ or ✗

5. Cost Monitoring and Optimization:

Practice: Regularly monitor and optimize cloud costs.

Good Practice: ✓ or ✗

6. Identity and Access Management (IAM):

Practice: Use proper IAM (Identity and Access Management) policies to control access.

Good Practice: ✓ or ✗

Additional Questions:

Compliance and Regulations:

Practice: Ensure compliance with industry-specific regulations and standards.

Explain why compliance with regulations like GDPR or HIPAA is essential for organizations that store and process data in the cloud.

Documentation and Monitoring:

Practice: Maintain thorough documentation and use monitoring tools.

How can documentation and monitoring help in troubleshooting issues and improving system reliability in a cloud environment?

WORKSHEET "cloud services assignment"

Practice Sheet for the Learner

Module: M4 – legal & services

Topic: 4.2 cloud services

Exercise: assignment

Duration: 60 minutes

Instructions:

1. Explore the major cloud service providers: Microsoft and Google Cloud

2. Create free accounts

3. Explore core services

4. Learn about cost management

5. Answer these questions:

    - What services and functions does the cloud service provider have?

    - What is the monthly price of the service?

    - What is the maximum storage?

    - Where is the server located?

    - Can several users have access?

6. Present findings to the other group.

Assessment questions

Module: M4 legal & services

Topic: 4.2 cloud services

What are the advantages of cloud services?

   a. Backing-up and restoring data

   b. Accessing data from any device

   c. Improved collaboration

   d. Flexible working time

Please rate how you feel about the following statement:

I know how to use cloud services and can apply them in situations when they are of advantage.

😄	🙂	🙁	☹️

Module 2: Solutions assessment questions

Topic 4.1: GDPR

To whom does GDPR apply?

    a.   To companies with their main location in the EU.
    b.   To all existing organisations.
    c.   To organisations anywhere in the world processing data belonging to people in the EU.
    d.   To EU companies processing only data from people outside the EU.

Please rate how you feel about the following statement:

I know my rights to protect my data and what I can do if I want a company to stop using my data.

😀	🙂	🙁	☹️

Topic 4.2: Cloud Services

What are the advantages of cloud services?

    a.   Backing-up and restoring data
    b.   Accessing data from any device
    c.   Improved collaboration
    d.   Flexible working time

Please rate how you feel about the following statement:

I know how to use cloud services and can apply them in situations when they are of advantage.

😀	🙂	🙁	☹️