Do you rely on information for work?

Yes!

Do you use a computer in your work?

Yes!

Have you ever read anything for your work?

Yes!

I don't believe you.

Congratulations, you work with data!
INTRODUCING

A DATA STARTER KIT
For Human Field Staff

ICT4D Conference
May 16, 2016
WHY DATA PROTECTION?
Report from digital security firm (Fire Eye) highlights social engineering attacks on Syrian rebel groups and humanitarian workers.

Report identifies humanitarian beneficiary information gathered from pro-regime hacking group’s targeted attacks.

The group stole information including needs assessments, distribution data and records of financial assistance from humanitarian sources.
WHY DATA PROTECTION?

• We collect data and have a responsibility to manage it well
• Major potential risks to program participants in some contexts
• An current area of weakness for many organizations
• Need to align guidance with expectations for field staff
• Evolving compliance expectations
WHAT ARE YOUR AGENCY PRIORITIES AROUND DATA PROTECTION?
INTRODUCING THE STARTER KIT

• Building on CaLP principles and operational standards for protecting beneficiary privacy
• Focus on e-transfers but most material is more broadly applicable
• Drafted by engine room and Mercy Corps staff
• Reviews by independent expert consultants, NRC, SIMLab, Oxfam, FHI 360
• It’s live: elan.cashlearning.org
HOW DOES THIS FIT WITH MY PROGRAM?
STARTER KIT STRUCTURE

• 7 tip sheets:
  • Privacy Impact Assessment
  • Data Minimization
  • KYC
  • Registration
  • Encryption
  • Sharing
  • Retention, Archiving and Disposal

• 4-6 pages each, covering:
  • What is it?
  • What humanitarians need to know.
  • What humanitarians should do
  • Additional resources
WHAT ARE KNOW YOUR CUSTOMER (KYC) REGULATIONS?

Know Your Customer (KYC) regulations, also known as customer due diligence, are designed to combat money laundering, terrorist financing, and other related threats to the financial system. They refer to the ID checks that financial institutions perform to comply with national financial regulations. Typically, KYC checks take place when customers sign up for an account or conduct a transaction. However, KYC checks can also occur during events less visible to customers, such as creating customer transaction models and monitoring for unusual activity.

Humanitarian agencies are not directly subject to KYC regulations. However, the financial service providers (FSPs) they often partner with are. KYC regulations apply to FSPs whether they are based within or outside the country of implementation. FSPs must comply with them or face fines and penalties. As a result, FSPs apply policies designed to meet KYC regulations for all clients, including humanitarian organizations and their program participants, and tend to be risk-averse.

KYC requirements are set at the national level and may vary depending upon specific criteria. This criteria might include what type of FSP is involved (e.g., remittance companies, banks, mobile network operators, etc.); the transfer value; the account ceiling or the product itself. Differences between these tiers or types of applicable regulations can have significant implications for humanitarian programming.
WHAT DO YOU THINK? + HOW TO GET INVOLVED

• Questions about the kit?
• How do you see field teams using this resource?
• How should we test it in the field?
• What field examples can you recommend to include?
• What other support or resources do your teams need?
ELAN GOAL:
Improve the **effectiveness** and **impact** of humanitarian cash transfers through **appropriate use** of payments technology
ELAN ADVISORY GROUP
WORK STREAMS

- E-VOUCHERS
  - Improving product quality

- E-CASH

- FINANCIAL INCLUSION

- DATA MANAGEMENT AND SECURITY
  - Improving implemener capacity

elan - connecting businesses and humanitarians to improve e-transfers in emergencies
OTHER ELAN RESOURCES
STAY TUNED AND GET INVOLVED!

• Catalog for e-transfer technology
• Mobile money event follow up:
  • Tip sheets on working with MNOs
  • Sample Mobile Money SOPs, training materials, SLAs
• Intro to humanitarian programming for Mobile Money operators.
• Financial inclusion research – looking for additional field examples
• Nigeria data protection workshop – at ICT4D!
• Opportunities to share via webinars, newsletter
THANK YOU!