

# Services Overview

**Building a Privacy Conscious World.**

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**ACTNOWA**  
TRAINING   
GDPR | FOI | CYBER



# Act Now



## Online Classroom

GDPR | FOI | CYBER

Since 2002

Act Now Training is Europe's leading provider of information governance training serving government organisations, local authorities, multi national corporations, financial institutions and corporate law firms.

Our associates have decades of information governance experience. We pride ourselves on delivering high quality training that is practical and makes the complex simple.

Our extensive programme ranges from short webinars and one day workshops through to higher level practitioner certificate courses delivered online or in the classroom.

Trusted globally by over 8000 organisations.



Supplier of the Year 2021

Supplier of the Year 2022

Supplier of the Year 2024



The level of training received from Act Now is second to none. Knowledgeable trainers, excellent training materials and a syllabus which covers everything a budding DPO needs to know. Attending an Act Now training course is always a valuable experience and one I would recommend to anyone who wants to increase their knowledge around information rights and data protection legislation. Act Now are the best around!

MA, Lancaster University

Act Now workshops are always informative, useful, and professionally facilitated. The additional resources, including links provided during the sessions, are always especially useful, especially when you are completely new to the subject matter being presented.

DJF, The ICT Service



## Building a Privacy Conscious World.

EUROPE | NORTH AMERICA | MENA | ASIA

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**Building a Privacy Conscious World.**

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# GDPR

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Act Now Training provide a fantastic array of courses, delivered by professionals who are truly passionate and knowledgeable about the fields they work in. The tutors break down complex information into bitesize chunks, allowing us time to process the information and ask questions to ascertain how the complex area applies to our working lives. Great training as always.

EH, East Sussex County Council

I have attended numerous training events and webinars hosted by Act Now Training. The trainers are consistently extremely knowledgeable, and the sessions are always thought-provoking and engaging. Each event has provided valuable insights and practical knowledge that I can apply in my work. I highly recommend Act Now Training for anyone looking to enhance their skills and knowledge.

IM, Believe Housing

”



Abertay University



Sellafield Ltd

UHI INVERNESS



LONDON COUNCILS



UNIVERSITY OF CAMBRIDGE



Birmingham City Council



believe housing



TRIDENT TRUST



irms  
Supplier of the Year  
2021



irms  
Supplier of the Year  
2022



irms  
Supplier of the Year  
2024

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# GDPR Workshops

Our extensive GDPR programme ranges from beginner to expert level courses, focussing on developing the complete Data Protection Officer equipped with the most appropriate skills, knowledge and behaviours.

## AI & Information Governance

Delve into the evolving realms of AI and Machine Learning, exploring their integration in the public and private sector. On this practical workshop, emphasis is placed on addressing contemporary AI challenges, with a focus on GDPR and other information governance issues such as records management.

## The Data (Use & Access) Act

This workshop will help you implement the changes to the UK data protection regime made by the Data (Use and Access) Act which came into force recently.

## Children's Data

Understand the rules, legislation and code of practice around the use of children's data in a range of settings considering data use, risk management, rights and transparency.

## Accountability & Conducting DP Audits

Learn how to use accountability to plan and execute successful data protection audits to support organisational improvement.

## Risk Management in IG

This workshop delivers actionable strategies and real-world examples, to strengthen your risk posture and support IG compliance.

## Data Flow Mapping

Explore the key concepts of data flow mapping, and how to develop and implement a data flow mapping process in your organisation.

## Data Breach Management

This workshop equips leaders and response teams with the practical skills, frameworks, and confidence to manage a serious data breach end-to-end.

## How to Share Personal Data

Explore data sharing agreements including the key fundamentals to consider with your partner organisations.

## Law Enforcement Data Processing

A practical workshop explaining the key provisions of Part 3 of the DPA 2018 and comparing it with the UK GDPR.

## How to do a DPIA

A practical guide to undertaking audits and Data Protection Impact Assessments in accordance with the UK GDPR and official guidance.

## GDPR A-Z

A detailed examination of the UK GDPR together with associated legislation. This is our most popular GDPR workshop and is suitable for beginners.

## GDPR Update

This advanced workshop examines the latest developments, cases and enforcement action from across Europe.

## Handling SAR

A practical guide on how to deal with a Subject Access Request from receiving a request through to disclosure or refusal.

## Data Ethics

Explore the growing importance of Data Ethics in the processing of personal data and the practical steps required to embed it within your organisation.

## Controllers & Processors

Learn how to differentiate between these two roles and the associated responsibilities allowing you to confidently execute contracts.

## How to Conduct Marketing


A practical guide on how to conduct marketing in compliance with GDPR and PECR.

## Records Management

Learn how records management can help with GDPR compliance by examining best practice and procedures.

## How to be a SIRO

Understand accountability, responsibilities and risk management to manage information and assets.

 Further details  
[actnow.org.uk/fulldaycourses](https://actnow.org.uk/fulldaycourses)

Available Online  
& in Classroom

Only **£449** plus vat

“

This training was excellent - the right balance of delivery and it was scenario based. One of the best courses I have been on and will thoroughly help me in my role - thanks!

RU, NHS Blood and Transplant

Lots of complex requirements all brought together in a clear, concise and practical way. Would highly recommend this course.

LP, Leeds Beckett University

”


# UK GDPR Practitioner Certificate

The first step to becoming a complete Data Protection Officer.

This foundation level certificate equips DPOs with essential knowledge and practical skills to navigate the UK data protection landscape.

The revised course curriculum is based on a comprehensive analysis of the core skills and competencies required for the DPO role. Completing the GDPR Practitioner Certificate provides a thorough understanding of the UK GDPR, including new topics such as data ethics and the ICO Accountability Framework. The course develops skills such as practical interpretation of data protection principles, drafting privacy notices, undertaking DPIAs, and reporting data breaches.

Our teaching style is practical and engaging, with workshops and case studies to provide knowledge and skills that can be applied immediately. The curriculum allows delegates to map their personal learning journey and ensure they have the requisite level of knowledge and skills. Personal tutor support and access to an online resource lab help delegates maximise the benefits of the course and successfully complete the assessment.

 Further details  
[actnow.org.uk/gdprcertificate](https://actnow.org.uk/gdprcertificate)

## Course Structure

The course is set over four days, one day per week either online or in classroom. Each session is structured to enhance delegates' proficiency in understanding and applying the UK GDPR in a practical context, utilising case studies and exercises. Upon course completion, an assessment must be completed within thirty days.

This course has been updated to reflect legislative changes including the DUA Act 2025.

## Key Features

- 4 days of training with expert tutors
- Course developed specifically for DPOs
- One to one tutor support
- A comprehensive set of bound course materials
- Complimentary UK GDPR Handbook (RRP £59.99)
- Access to an online resource lab including 20 hours of revision videos
- 40 CPD Credits

### DAY 1 \_\_\_\_\_ The DP Framework & Principles

Background and history  
Enforcement  
The DPA Act 2018  
Principle 1 Legal Basis  
Consent  
Special Category Data

### DAY 2 \_\_\_\_\_ Implementing The Principles

Fairness and Transparency  
Privacy Notices  
Principles 2 – 5  
The Security Principle  
Breach Notification  
Article 30 Records

### DAY 3 \_\_\_\_\_ Data Subjects' Rights

Article 12  
Dealing with SARs  
3rd Party Data  
Other Data Subject Rights  
The Exemptions  
AI Compliance

### DAY 4 \_\_\_\_\_ GDPR In Practice

Data Processors  
International Transfers  
DPIAs  
Accountability  
ICO Accountability Framework  
The DPO role

**Updated for 2026**

The first step to becoming a complete Data Protection Officer.

Available Online  
& in Classroom

**£2199** plus vat Online  
£2399 plus vat Classroom

“  
The GDPR Practitioner Certificate course was really excellent. The content was thorough, and tied in with real life situations to really embed the learning. It has really helped me in my role, even after the first week I had new practical skills I could use in my daily work life.  
”  
KL, Kent County Council

# Intermediate Certificate in GDPR Practice


## Level Up Your Data Protection Knowledge and Skills.

This intermediate level certificate strengthens the foundations established by our Practitioner certificate. Delegates will cover more challenging topics and gain a deeper awareness of the fundamental data protection principles.

The course was created after a thorough analysis of all the core skills and competencies required for the DPO role. It is part of our wider GDPR curriculum which has been designed to allow delegates to easily map their personal learning journey and ensure they have the requisite level of knowledge and skills for their role.

Our teaching style is based on practical and engaging workshops covering theory alongside hands-on application. Delegates will have personal tutor support throughout the course and access to a comprehensive online resource lab ensuring they have the best opportunity for success.

This course is a great option for established data protection practitioners who wish to level up their knowledge and sharpen their skills.

 Further details  
[actnow.org.uk/intermediate-certificate-in-gdpr-practice](https://actnow.org.uk/intermediate-certificate-in-gdpr-practice)

## Course Structure

The course is conducted over three days, with one session every two weeks, available either online or in person. Each session is structured to enhance delegates' proficiency in understanding and applying the UK GDPR in a practical context, utilising case studies and exercises. Upon course completion, an assessment must be completed within thirty days.

Please note this is an intermediate course requiring a good level of knowledge of the UK GDPR. We recommend you complete the UK GDPR Practitioner Certificate (or equivalent) before booking this course.

## Key Features

- 3 days of live training
- Examines all aspects of the UK DP regime
- Teaches essential DPO skills
- Complimentary UK GDPR Handbook
- Comprehensive learning materials
- Resource Lab including 20 hours of video - 12 months access
- 50 CPD Credits

## Course Content

- Principle 1 Deep Dive
- Interpreting the Lawful Basis
- Introduction to Data Ethics
- Children's Data
- Complex Subject Access Requests
- Additional Data Subject Rights
- AI and Profiling
- Monitoring and Surveillance
- DP Laws around the world
- International Transfers
- Marketing, GDPR and PECR
- ICO Enforcement Powers
- Auditing DP compliance

## Skills

- Interpreting Principle 1 (ICO and EU Enforcement cases)
- Identifying ethical considerations
- Integrating GDPR compliance into children's data
- Assessing a complex SAR
- Applying exemptions
- Assessing additional data subjects' rights
- Recognising DP implications of AI and profiling
- Analysing surveillance activities
- Identifying restricted international transfers
- Completing standard contractual clauses and TIAs
- Applying GDPR and PECR to marketing activities
- Advising on ICO enforcement action
- Conducting a DP Audit
- Contrasting global DP laws

## Level Up Your Data Protection Knowledge and Skills.

Available Online & in Classroom

**£2199** plus vat Online  
£2399 plus vat Classroom


“  
I highly recommend the Intermediate Certificate in GDPR Practice. The course content, structure, and pace were excellent. The trainer was extremely knowledgeable and engaging, providing the right balance of theory and practical examples. Additionally, having access to the comprehensive online resource lab was invaluable. Thank you!  
”  
HK, Talk Direct

# Advanced Certificate in GDPR Practice

A higher level qualification for experienced Data Protection Officers.

The Advanced Certificate in GDPR Practice is designed for experienced Data Protection Officers seeking to refine and expand their DPO skills and expertise. The course comprises of a rigorous set of engaging masterclasses that teach you to dissect complex data protection scenarios and give practical compliance advice. This immersive experience will empower you with the skills and confidence needed to tackle the most challenging data protection projects within your organisation and to further your career.

- Induction Webinar
- **4 Masterclasses**
- Assessment

 Further details  
[actnow.org.uk/advancedcert](https://actnow.org.uk/advancedcert)

## Course Structure

This course is set over four days; one masterclass every six weeks. The course will take eight months to complete. Delegates should expect to do at least 15 hours of self-study prior to each masterclass.

Our flexible, in-depth training sessions are designed to fit around your busy schedule while delivering maximum value. Each masterclass is focussed on specific areas of GDPR, so you can progress step-by-step, building on your knowledge as you go. The course combines interactive lectures, case studies, group discussions, and practical tasks that help you apply your learning immediately.

With access to expert instructors, you'll have the chance to ask questions, get feedback, and discuss the latest trends in GDPR enforcement. An assessment must be completed at the end of the course. The syllabus has been designed by leading GDPR practitioners to ensure that all the important aspects of GDPR and associated privacy legislation are covered.

## Masterclass Structure

In each masterclass delegates will first analyse recent Tribunal decisions and/or ICO enforcement action to further their understanding of the complexities and nuances of the UK GDPR.

This will be followed by working through a multi-faceted case study in which they will consider and apply a number of aspects of the UK GDPR simultaneously. By not simply covering single issues in a linear fashion, this course will provide a holistic view of GDPR implementation. Participants will be challenged to think laterally allowing them to achieve a much higher level of knowledge depth and understanding.

## Key Features

Teaches advanced GDPR knowledge and skills

Develop a deeper understanding of GDPR

Equips you with the skills to evaluate and analyse complex data-scenarios

4 Advanced Masterclasses

Online Resource Lab

UK GDPR Handbook

100 CPD Credits

A higher level qualification for experienced Data Protection Officers.

“

Available Online & in Classroom

**£2995** plus vat Online  
£3299 plus vat Classroom

This was an excellent course - from the moment the course materials arrived i was excited as I knew this was going to go to the next level and I wasn't disappointed. The content was very cleverly constructed to get us thinking and talking and the tutor knew just what to say to seek the answers out of us and explain everything in a way that was accessible and understandable. Thank you so much!

HR, Kent County Council

”

# The Syllabus

Each masterclass will focus on recurring themes set out below. However, our focus is to equip you with the skills required to become a trusted advisor.

You will be able to confidently navigate your organisation through complex data protection issues, ensuring they remain fully compliant with evolving data protection laws.

The DP Principles  
Personal Data Breach  
Breach Notification  
International Transfers  
Lawfulness, Consent  
and Legitimate Interests  
Special Category Data  
Transparency/Privacy Notices  
Children  
CCTV & Surveillance  
Data Sharing  
Data Subjects' Rights  
ICO Powers  
AI Risk Management  
Enforcement Notices  
Data Processors/Data Controllers  
Criminal offences and civil liability  
Liabilities and Compensation  
PECR and Marketing  
DPIAs  
Cookies  
DPO Role/Challenges

## Complex Data Analysis

Learn to navigate and analyse intricate data processing scenarios with confidence.

## Legal Acumen

Identify critical facts and relevant case law, ensuring informed and compliant decisions.

## Practical Application

Master the ICO guidance to create effective compliance strategies tailored to your organisation mitigating costly penalties.

## Effective Communication

Present your conclusions clearly and logically using pictorial representation, facilitating better decision making across teams.

## Strategic Advising

Equip yourself with the skills to advise senior management on ICO enforcement actions and navigate potential liabilities as well as considering ethical implications.

## Regulatory Insight

Analyse monetary penalties and enforcement notices, gaining insight into the ICO's enforcement powers.

## Proactive Risk Management

Learn to confidently horizon scan and prepare for emerging IG challenges including AI risk, compliance and adoption.

## Strategic Marketing Compliance

Understand the interplay between GDPR and PECR to create marketing strategies that protect your organisation.

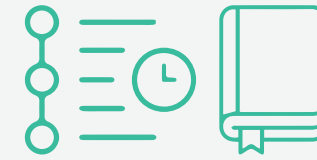
## Crisis Management

Develop skills to respond effectively to personal data breaches and advise on communication to those affected.

## Investigative Understanding

Learn the ins and outs of ICO investigative powers, preparing you to handle inquiries with ease.

# Timeline 32 Weeks Self-Study



Please note that this is an advanced course which will require at least 60 hours of self-study. There will be exercises and case studies to complete prior each masterclass.

## Assessment

The assessment for this course consists of two parts. The first part requires you to submit a personal development plan about how your learning from the course will inform and improve your practice as a data protection practitioner. The second part requires you to draft an executive summary setting out the issues and recommendations in relation to the fictional case study discussed in masterclass 4. This summary will then be presented by you in an oral examination (Viva).

## Resource Lab

Delegates have access for 12 months to an extensive bespoke online resource lab which enhances and consolidates each day's learning.

# Skills Taught

Analysing complex data processing scenarios

Creating strategies for compliance

Assessing a complex and multi-faceted SAR

Designing a strategy for handling a personal data breach

Identifying key facts and caselaw

Assessing AI risks and challenges

Creating mind maps and process flows

Presenting conclusions clearly and logically

Distinguishing between GDPR, DPA and PECR

Identifying ethical considerations

Analysing MPNs, Enforcement Notices and Reprimands

Advising on ICO enforcement action

Our focus is to equip you with the skills required to become a trusted advisor.

Advanced Certificate in GDPR Practice

## Apply Now

This is an advanced course with limited places. There is an application process through which you must demonstrate substantial GDPR implementation experience or show you have completed the Act Now Intermediate Certificate in GDPR Practice (or equivalent).



Further details  
[actnow.org.uk/  
advancedcert](https://actnow.org.uk/advancedcert)



I have attended many Act Now courses and seminars over the years and they continue to excel in both style and content. I would recommend the Advanced GDPR Certificate for anyone who wants to test their mettle and refamiliarise themselves with both the aspects and application of legislation which may not regularly arise in their normal working life.


NM, Cuckoo Hall Academies Trust



# Information & Records Management Practitioner Certificate

The go-to certificate for Records Management professionals.

The Act Now Certificate in Information and Records Management equips you with practical skills to navigate the full Information and Records lifecycle. Our comprehensive syllabus, designed by leading Records Management specialists, covers everything from legal frameworks and terminology to data auditing, retention schedules, and digital preservation. Whether you are a Records Manager, Freedom of Information Officer or Data Protection Officer this practitioner level certificate will teach you the theory of records management alongside practical hands-on application. Personal tutor support is available throughout the course as well as a comprehensive set of learning materials.

 Further details  
[actnow.org.uk/records-management](http://actnow.org.uk/records-management)

## Course Structure

This course is set over four days, one day per week either online or in classroom. Each day is designed to develop delegates' ability to understand and apply the RM legislation in a practical context using case studies and exercises. Upon course completion, an assessment must be completed within thirty days.

## Key Features

- 4 days of training with expert tutors
- Practical Assessment
- One to one tutor support
- A comprehensive set of bound course materials
- 40 CPD Credits

### DAY 1 Basics & Principles of RM

Why we do Records Management?  
Basics of Records Management  
Basics of Information Management  
Defining a Record, Information and Data  
Key terms, Legal & Other Frameworks and Standards

### DAY 2 Capture & Storage of Records

Information/Records Lifecycle  
Data Audits & Process Mapping  
Methods of Records capture  
Document Management  
Designing File Plans  
Classification Schemes  
Record Owners

### DAY 3 Retaining, Destroying & Preserving Records

Retention Schedules  
Digital Preservation  
Archiving  
Deletion and Destruction  
Offsite Storage & Migration

### DAY 4 Implementing an RM Programme

Running an RM programme  
Risk Management  
Sustainability & Governance Frameworks  
Information Governance  
Information Asset Management  
Role of the Records Manager & Professional Standards

Equipping you with practical skills to navigate the full Information and Records lifecycle.

Available Online & in Classroom

**£2199** plus vat Online  
£2399 plus vat Classroom

“

Complex scenarios and interesting reading tasks. The course was presented in an engaging and fun manner. I would study with Act Now again!

RK, Veritau

”

# GDPR Syllabus Summary

Module	Description	UK GDPR Practitioner	Intermediate	Advanced
<b>Scope and Application</b>	Understand the background, importance and scope of the UK GDPR	Analyse what data is in scope of the UK GDPR. Differentiate between the DPA and the UK GDPR	Understand the extra territorial effect of the UK GDPR Contrast DP laws around the world	Apply the principles learnt in this module to a complex multi-faceted data processing scenario
<b>Navigating the DP Principles</b>	Interpret and apply the Data Protection Principles to personal data processing scenarios.	Interpret the Principles Apply the six lawful bases of processing Explain fairness and transparency Apply ICO Guidance	Assess Principle 1 compliance Select appropriate lawful basis Review consent Debate ethical considerations	Analyse complex data processing scenarios Create strategies for compliance Analyse ICO MPNs and Enforcement Notices
<b>Assessing Security and Data Breaches</b>	Apply the requirements of good personal data security practice.	Explain the security requirements of Article 32 Identify a personal data breach Understand the reporting and recording requirements	Interpret ICO personal data breach fines Advise on reporting to the ICO Advise on ICO enforcement action	Assess a personal data breach Decide to report or record a breach Design a strategy for handling a data breach
<b>Handling Data Subjects' Rights Requests</b>	Handle Data Subjects' rights requests in a timely and efficient manner	Identify a valid SAR Comply with other DS rights Apply UK GDPR exemptions	Assess a complex SAR Evaluate privacy notices Contrast DS Rights	Advise on a complex and multi-faceted Data Subject rights request
<b>Risk Management</b>	Examine the risk management provisions of the UK GDPR including DPIAs	Interpret the Accountability Principle Understand DP risk Complete a DPIA Explain the role of the DPO	Assess DP risk Interpret the ICO Auditing Framework Conduct a DP Audit Manage DPO challenges	Manage DP risk Manage Processors and Joint Controllers Adapt the ICO Auditing Framework
<b>Artificial Intelligence</b>	Ensure compliance with the UK GDPR when deploying Artificial Intelligence (AI) solutions	Recognise the DP implications of AI deployment	Analyse the DP risks of AI and Profiling	Advise on a complex and multi-faceted scenario involving AI
		<b>See also our AI Governance Practitioner Certificate</b>		
<b>Records Management</b>	Ensure compliance with good records management principles when handling personal data	Understand the importance of records management Maintain Records of Processing Activities (ROPA)	Apply records management principles Understand the links with the ICO Accountability Framework	Apply the principles learnt in this module to a complex multi-faceted data processing scenario
		<b>See also our IRM Practitioner Certificate</b>		
<b>Specific Personal Data Processing</b>	Apply the UK GDPR and associated legislation to different types of personal data processing	Distinguish between the UK GDPR and PECR Explain the marketing rules Identify international transfers Handle children's data Consider ethical principles	Apply the PECR rules Apply ICO Guidance to Children's data Analyse surveillance and monitoring of staff Complete model standard contractual clauses and TIA	Apply the GDPR and PECR rules to a complex marketing scenario Debate the ethical considerations about children's data Advise on CCTV
<b>Enforcement and the ICO</b>	Understand the role and powers of the ICO	Understand the changing role and powers of the ICO Explain the consequences of non-compliance	Analyse ICO MPNs, Enforcement Notices and Reprimands Reflect on ICO enforcement action	Analyse complex ICO MPNs, Enforcement Notices and Reprimands Advise on ICO enforcement action

# FOI

“

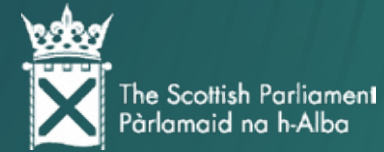
As someone who has only been working in an FOI-related role since last year, I found the course to be a really good way to consolidate and improve my knowledge. The tutor was friendly and knowledgeable, not to mention incredibly patient with all my exemptions-related questions. Thank you for providing a course specific to the different legal arrangements in Scotland.

EM, Abertay University

This course was well thought out and informative. It clearly covered all aspects of FOISA and helped build on the knowledge I already had. The tutor was a fantastic mentor for the course and definitely made what can be dry subject matter very interesting. Highly recommend Act Now Training.

SW, Transport Scotland

”



Building a Privacy Conscious World.  
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# FOI Full Day Workshops

## FOI and Personal Data

Examine the legal and practical issues that arise when dealing with requests for access to personal data under FOIA and EIR. This workshop provides a detailed examination of the relevant exemptions/exceptions and considers when they may be engaged. Acquire a better understanding of how to deal with requests for personal data; when it can be disclosed, or lawfully withheld, and how to justify a decision in a Refusal Notice.

## The FOI Act 2000

Gain a detailed overview of the main provisions of the FOIA with a particular focus on how to handle requests in a timely and effective manner. Learn which exemptions may be used to withhold information by completing practical case studies and exercises. This workshop is essential for all those working with FOIA to gain a good understanding of the Act.

## The Environmental Information Regulations

Explore the Environmental Information Regulations with a complete overview of how to handle requests under the EIR. This workshop considers the definition of environmental information in detail followed by an examination of the procedural aspects of dealing with EIR requests and the exceptions to disclosure.

## FOI Update

In this advanced workshop we will analyse the latest FOI decisions from the Information Commissioner and the Tribunals as well as ICO enforcement action to draw out the key learnings to help you stay compliant. We will also horizon scan government developments which could impact FOI and consequently your organisation.

## The FOI Exemptions

Learn how to navigate one of the main legal and practical challenges that public authorities face on a daily basis; correctly identifying and applying the exemptions to disclosure under the FOIA. This interactive workshop focusses on the FOIA exemptions in Part 2 of the Act. Using case studies, recent cases and ICO guidance, we examine each exemption with particular emphasis on the most widely used exemptions and explore what makes a good Refusal Notice.

## EIR Exceptions

Understand what is required to support a decision to withhold environmental information and how to draft an EIR Refusal Notice accordingly. This advanced level workshop will provide a detailed examination of the EIR exceptions and how they operate in practice; how the courts and tribunals have interpreted the exceptions and how this informs their practical application.

## Contracts and Commercial Confidentiality

Examine the legal and practical issues that arise when dealing with requests for access to contracts, tenders and commercially sensitive information. Understand the relevant exemptions/exceptions in the FOIA and the EIR and consider when they may be engaged. Gain a greater confidence in dealing with requests for commercial information; when it can lawfully withheld, and how to justify a decision in a Refusal Notice.



Further details  
[actnow.org.uk/foifulldaycourses](http://actnow.org.uk/foifulldaycourses)

Available Online  
& in Classroom

Only **£449** plus vat



Eye-opening and engaging course. Very well facilitated - good engagement from participants with a perfect mixture of information-giving, group discussions, exercises with case-studies and opportunities to ask questions.

PJ, Environment Agency

Concise overview of the FOI Act with just the right balance of information. The course enabled me to feel confident in responding to requests and applying exemptions where appropriate. Useful course materials and experienced trainer - time very well spent.

LS, Sussex Community  
NHS Foundation Trust



# FOI Practitioner Certificate

An essential qualification designed for those wishing to acquire detailed knowledge of the FOIA and related legislation. The course will provide delegates with the knowledge and practical skills to enable them to become a more effective FOI Officer.

The content of the course has been developed after analysing all the competencies required for the FOI Officer role. Our teaching style is based on practical and engaging workshops covering theory alongside hands-on application using case studies that equip delegates with knowledge and skills that can be used immediately.

Personal tutor support throughout the course and a comprehensive online resource lab, ensure the best opportunity for success.

 Further details  
[actnow.org.uk/foi-certificate](http://actnow.org.uk/foi-certificate)

## Course Structure

This course is set over four days, one day per week either online or in classroom. Each day is designed to develop delegates' ability to understand and apply the FOI legislation in a practical context using case studies and exercises. Upon course completion, an assessment must be completed within thirty days.

## Key Features

- Teaches essential FOI Officer skills
- Emphasis on practical application rather than rote learning
- Focus on case studies and exercises
- Open book assessment process
- Online resource lab with over 10 hours of video
- 40 CPD Credits

### DAY 1 FOI A-Z

- Link with other Legislation
- Publication Schemes
- Datasets and ROPSI
- Right of Access
- Time limits, Fees etc.
- Enforcement

### DAY 2 Exemptions 1


- Exemptions in Detail
- Latest ICO/Tribunal Caselaw
- The Public Interest
- Drafting Refusal Notices
- Internal Reviews
- Appeals

### DAY 3 Exemptions 2

- Access to Contracts & Commercially Sensitive Information
- Law enforcement & Investigation Information
- Access to Personal Data
- Preparing for a Case at Tribunal

### DAY 4 EIR

- Right of Access
- Proactive Dissemination
- Charging
- Exceptions and Refusals
- Latest ICO/Tribunal Decisions
- Being an FOI Officer
- FOI Officer Challenges



An essential qualification for the modern FOI Officer.

Available Online  
& in Classroom

**£2199** plus vat Online  
£2399 plus vat Classroom

“

The FOI Practitioner Certificate is a thoroughly enjoyable course. The tutor was extremely experienced and encourages full participation. If like me you struggle with examinations, this is the course for you! It is very practical based and is useful to those new to FOIA and those with some experience.

MP, Dudley Clinical Commissioning Group

”

# FOI Intermediate Certificate

Continue your journey to become an adept FOI practitioner by delving deeper into the intricacies of the Freedom of Information Act 2000, grasping its historical significance and acquiring the skills to navigate its complexities effectively with confidence.

This intermediate level certificate strengthens the foundations established by our FOI Practitioner Certificate.

Topics you will cover include interpreting information requests, navigating data repositories for relevant information, handling vexatious requests and applying the exemptions. You will learn how to draft clear, legally sound Refusal Notices and overcome challenges ensuring compliance with the FOI Act. You will enhance your FOI practice by analysing ICO decisions and Tribunal cases to learn how to interpret and apply exemptions while considering the public interest. This will ensure a balanced approach to your decision making. Personal tutor support throughout the course and a comprehensive online resource lab, ensure the best opportunity for success.

 Further details  
[actnow.org.uk/foi-certificate](http://actnow.org.uk/foi-certificate)

## Course Structure

The course is conducted over three days, with one session every two weeks, available either online or in person. Each session is structured to enhance delegates' proficiency in understanding and applying the FOI legislation in a practical context, utilising case studies and exercises. Upon course completion, an assessment must be completed within thirty days.

This is an intermediate course requiring a good level of knowledge of FOI law. You must have completed the FOI Practitioner Certificate (or equivalent) before booking this course.

## Key Features

- One session every two weeks
- Emphasis on practical application rather than rote learning
- Focus on case studies and exercises
- Online resource lab with over 10 hours of video
- 50 CPD Credits

## Course Content

History of FOI  
Guiding principles of UK FOI Law  
Understanding information and when it is held  
Fees and aggregation: Deep dive  
Vexatious and repeated requests: Deep dive  
Internal Reviews  
Evaluating the FOI Act  
Exemptions: Deep Dive  
Prejudice and public interest  
Latest ICO and Tribunal Decisions  
Drafting and Analysing Refusal Notices  
FOI Officers Skills  
FOI handling problems and solutions

## Skills

Explaining the origins and context of the FOI Act  
Understanding the limitations and potential areas for reform  
Advising and assisting applicants  
Interpreting ambiguous FOI requests  
Understanding when information is held by a public authority  
  
Interpreting and applying section 30, 31 and 36  
Analysing requests for personal data  
Handling commercially sensitive information requests  
Handling requests for deceased person's data  
Drafting and critiquing Refusal Notices  
  
Interpreting and applying the EIR exceptions  
Comparing FOI and EIR  
Conducting an internal review  
Explaining Tribunal Procedure  
Comparing other FOI Laws

## Level Up Your FOI Knowledge and Skills.

“

The FOI Practitioner Certificate is a thoroughly enjoyable course. The tutor was extremely experienced and encourages full participation. If like me you struggle with examinations, this is the course for you! It is very practical based and is useful to those new to FOIA and those with some experience.

MP, Dudley Clinical Commissioning Group

”

# FOISA Full Day Workshops

## FOISA 2002

Gain a detailed overview of the main provisions of the Freedom of Information (Scotland) Act with a particular focus on how to handle requests in a timely and effective manner. Learn which exemptions may be used to withhold information by completing practical case studies and exercises.

## FOISA Exemptions

Learn how to navigate one of the main legal and practical challenges that public authorities face on a daily basis; correctly identifying and applying the exemptions to disclosure under the Freedom of Information (Scotland) Act. Using case studies, recent cases and SIC guidance, we examine each exemption with particular emphasis on the most widely used exemptions and explore what makes a good Refusal Notice.

## Environmental Information Regulations

This workshop considers the definition of environmental information in detail followed by an examination of the procedural aspects of dealing with EISR requests and the exceptions to disclosure.

## Contracts and Commercial Confidentiality

Examine the legal and practical issues that arise when dealing with requests for access to commercially sensitive information. This workshop provides a detailed examination of relevant exemptions/exceptions in the FOISA and the EISR and considers when they may be engaged. Gain a greater confidence in dealing with requests for commercial information; when it can be lawfully withheld, and how to justify a decision in a Refusal Notice.

## EIR Exceptions

Understand what is required to support a decision to withhold environmental information under the Environmental Information (Scotland) Regulations and how to draft a Refusal Notice accordingly. This advanced level workshop will provide a detailed examination of the EISR exceptions and how they operate in practice; how the courts and tribunals have interpreted the exceptions and how this informs their practical application.



Further details  
[actnow.org.uk/foisafulldaycourses](http://actnow.org.uk/foisafulldaycourses)

Available Online  
& in Classroom

Only **£449** plus vat

“

The FOISA Exemptions course was presented very well. It was a good mix of examples and learning and the tutor introduced additional relevant information for us as the day progressed. I would recommend this course and will hopefully be able to attend FOISA: A-Z soon.

GB, Abertay University

As someone coming into this course with limited knowledge of FOISA, I found the course to be extremely informative, well paced and the amount I learnt over the four days was astounding. I would wholeheartedly recommend this course!

LR, Inverness College

”


# FOISA Practitioner Certificate

This certificate course will provide delegates with the knowledge and practical skills to enable them to become a more effective FOISA Officer.

The syllabus has been developed in consultation with the Office of the Scottish Information Commissioner to ensure a comprehensive and well structured programme for those who work with FOI and EIRs in Scotland.

The syllabus has been developed after analysing all the competencies required for the FOISA Officer role. Our teaching style is based on practical and engaging workshops covering theory alongside hands-on application using case studies that equip delegates with knowledge and skills that can be used immediately.

Personal tutor support throughout the course and a comprehensive online resource lab, ensure the best opportunity for success.

 Further details  
[actnow.org.uk/foisa](http://actnow.org.uk/foisa)

## Course Structure

This course is set over four days, one day per week either online or in classroom. Each day is designed to develop delegates' ability to understand and apply the FOI legislation in a practical context using case studies and exercises. Upon course completion, an assessment must be completed within thirty days.

## Key Features

- Teaches essential FOI Officer skills
- Emphasis on practical application rather than rote learning
- Focus on case studies and exercises
- Open book assessment process
- Online resource lab with over 10 hours of video
- 40 CPD Credits

### DAY 1 The Process

- What is Information?
- Dealing with Requests
- Finding Information
- Handling Complaints
- FOISA and E(S)Rs Differences

### DAY 2 Key Concepts


- Environmental Information
- The Public Interest Test
- Substantial Prejudice
- GDPR and Privacy
- Confidentiality

### DAY 3 Exemptions 1 & Enforcement

- Absolute Exemptions
- EIR Exceptions
- Proactive Disclosure
- Publication Schemes
- The Commissioner

### DAY 4 Exemptions 2 & RM

- Qualified Exemptions
- Records Management
- Copyright and Datasets
- Re-Use Regulations



## An essential qualification for the modern FOISA Officer.

Available Online  
& in Classroom

**£2199** plus vat Online  
£2399 plus vat Classroom

“ I particularly liked the structure of content which provided the historical and political detail, legal aspects of policy and regulation as well as what it means and is applied by us as part of our day-to-day jobs. Looking forward to the next part where we look at E(S)R/FOISA exceptions and exemptions (that's something I didn't expect to be saying prior to doing this course!)

FR, Scottish Environment Protection Agency

”

# Cyber/AI

“

The tutor was relative, informative, interactive and knowledgeable. He kept the course interesting and created debates/questions to allow us to think about the content. He was flexible and made time to support us with our own questions and had a proven in depth knowledge to support in the answers. I thoroughly enjoyed the course and this is mostly down to the way that it was presented and structured.

HA, EMH Group

The course was really useful, and all topics were backed up by relatable examples. The approach to learning and homework was invaluable, starting each day working through the assigned tasks helped to ensure I had a clear understanding of how to apply what I had learnt.

RIS, Coventry City of Culture Trust

”



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# Cyber/AI Full Day Workshops

## Introduction to Cyber Security

This workshop will introduce the main concepts of cyber security.

The benefits of good cyber security management and will explain how risk management is used as a means of determining priorities for action.

## AI & Information Governance

Delve into the evolving realms of 'AI' and 'Machine Learning,' exploring their integration into both public and private sectors.

Emphasis is placed on addressing contemporary challenges, with a focus on GDPR and other information governance and records management issues.

## Cyber Security for DPOs

Most major GDPR breaches involve cyber security issues.

Data Protection Officers need a good knowledge of this subject. This broad, yet thorough, overview will enable you to engage and act on cyber security related issues with greater effectiveness and confidence.

## Data Ethics and AI

Explore the growing importance of adopting an ethical approach when processing of personal data particularly when developing and implementing AI solutions.

This workshop will explain the practical steps required to embed data ethics within your organisation.

## Data Breach Management

This workshop equips leaders and response teams with the practical skills, and frameworks to manage a serious data breach end-to-end. By understanding what to do, who needs to be involved, and how to make the right calls at speed, organisations can move from reactive crisis to controlled response.

## How to Increase Cyber Security in your Organisation

By the end of this course, you will have a solid foundation of cyber security knowledge and skills that you can apply to your organisation. You will be able to assess your organisation's cyber security maturity and identify areas for improvement. This course is suitable for anyone who wants to learn more about cyber security and how to protect their organisation from cyber threats.

## The EU AI Act

Understand the EU AI Act's requirements and the UK's strategy for AI regulation. This workshop will help you prepare for the future of AI regulation in the EU and other jurisdictions.

Available Online  
& in Classroom

Only **£449** plus vat

“

The course was delivered at a pace that suited the learners and with ample opportunities to revisit tricky topics or ask for clarification. The supplied learning materials were comprehensive and genuinely added value to the learning experience.

NL, CEFAS

”



Further details  
[actnow.org.uk/cyber](https://actnow.org.uk/cyber)

# AI Governance Practitioner Certificate

## Driving Responsible AI Implementation.

As artificial intelligence (AI) continues to reshape the way we work, information governance professionals must stay ahead of the curve. Our new Practitioner Certificate in AI Governance is designed to equip you with the essential knowledge and skills to navigate this transformative technology while upholding the highest standards of data protection and information governance. In just six modules, this immersive course will empower you to understand AI's potential, address its challenges, and harness its power responsibly for public benefit.

This course is tailored specifically for those working in information governance and data protection, offering practical insights and actionable strategies to integrate AI in the workplace and beyond. From real-world case studies to the latest regulatory updates, you will gain a good understanding of how to manage AI ethically, securely, and in compliance with emerging laws.

Enrol on this course to future proof your organisation and position yourself as a forward-thinking leader who can bridge the gap between law, ethics, and technology.

 Further details  
[actnow.org.uk/AIcertificate](https://actnow.org.uk/AIcertificate)

## Course Structure

This course comprises of six modules, delivered over four days. Every module is taught with practical case studies and exercises alongside comprehensive materials and an online resource lab. The course concludes with an online assessment which must be completed within thirty days.

## Key Features

- 4 live sessions
- Examines all aspects of AI Governance
- Comprehensive learning materials
- Online Resource Lab with 12 months access
- Online assessment
- 30 CPD credits

### Module 1 AI Foundations and Key Concepts

Explain AI concepts, including technologies, applications, and key milestones in its evolution.

### Module 2 AI Risks, Consequences, and Ethical Considerations

Identify real-world examples of AI risks and demonstrate an understanding of their legal and ethical dimensions.

### Module 3 Legal Challenges for AI Deployment

Overcome legal challenges including privacy, copyright, discrimination, product liability etc.

### Module 4 UK AI Regulation and the EU AI Act

Examine the ever changing regulatory landscape and understand the implications for high-risk AI systems and compliance requirements.

### Module 5 Privacy and Data Protection Implications of AI

Mitigate the privacy risks associated with AI deployment, with a focus on GDPR compliance and safeguarding personal data.

### Module 6 Building AI Compliance Strategies

Propose ethical and compliance focused solutions to mitigate AI risks while balancing innovation and regulatory adherence.

# Stay ahead of the AI curve.

“

With the UK Government's plans to deploy AI to 'turbocharge' the economy and improve public services, coupled with the AI literacy provisions of the EU AI Act coming into force, it is now crucial for information professionals to master AI. This course provides delegates with a comprehensive understanding of AI, its opportunities, risks and the skills needed for lawful deployment.

Ibrahim Hasan, Course Director

”

Available Online  
& in Classroom

**£2399** plus vat Online  
£2599 plus vat Classroom

# Surveillance Full Day Workshops

## RIPA and Covert Surveillance

The Regulation of Investigatory Powers Act 2000 (Part 2) governs the way the public sector undertakes Directed Surveillance, Intrusive Surveillance and deploys a Covert Human Intelligence Source. This workshop will examine these terms in detail as well as the authorisation process and related legislation, helping delegates prepare for an IPCO inspection and ensure compliance.

## Conducting Pace Interviews

Master the skills to conduct effective and legally compliant interviews under the Police and Criminal Evidence Act (PACE). This workshop covers key principles, effective questioning, and maintaining procedural integrity to ensure admissible evidence, with expert guidance and interactive scenarios. Ideal for law enforcement and criminal justice professionals.

## Acquisition of Comms Data

This workshop will explain the roles and processes for acquiring communications data. It is designed for law enforcement bodies and other public authorities who need to lawfully acquire and use communications data in criminal investigations.

## Surveillance Cameras, Drones and the Law

Explore the legal and practical issues associated with all types of surveillance cameras including, the various legislative requirements, the Information Commissioner's code and the Surveillance Camera code. This workshop will help delegates form an action plan for compliance and avoid the attention of the regulators.

## RIPA Essentials

An e-learning solution for local authority investigators.

Designed by leading RIPA experts, the RIPA Essentials will help you to build a RIPA compliance culture in your authority and satisfy the requirements of the of the Investigatory Powers Commissioner's Office (IPCO).

Find out more in our E-Learning Section.



# An e-learning solution for local authority investigators.

All workshops can be delivered In-House and can also be tailored for the Scottish legislation (RIPSA).



Further details  
[actnow.org.uk/workshops](http://actnow.org.uk/workshops)

Available Online  
& in Classroom

Only **£449** plus vat

“

A useful overview of surveillance and the law, I found the information around use of drone technology informative, which will influence decision making in my organisation.

EP, North Tyneside Council

A great course and excellent content. It's great that class sizes are small, as I could get quality answers to some recent queries and increase my knowledge in a tricky subject.

HM, Historic England

”

# E-Learning

“

Great e-learning solution! I recently completed Act Now's GDPR Essentials, and it was fantastic. Engaging content, delivered in bite-sized portions, made learning easy. Admin controls were a handy feature for management to track progress. Highly recommend!

IB, YMMS

Another fab course, I have attended a lot of training with Act Now and they are always able to present the subject in an engaging way. This was the first time I have attended via Teams and it was still brilliant.

SA, Isle of Man Government

”



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# Live Webinars

Our one hour webinars are an excellent solution for more focussed development in advanced areas or as an entry level introduction.

This bite-size approach helps learners achieve their learning objectives on their personal learning pathway.

Require a specific online training solution for your executive board or frontline staff?

We can deliver any Information Governance topic as a live webinar tailored for your organisation. Please get in touch to discuss.

GDPR	FOI	International
Introduction to the UK GDPR	Introduction to FOI	UAE DP Laws
AI and Machine Learning	Introduction to EIR	EU GDPR Subjects
CCTV and GDPR	Introduction To Records Management	California Consumer Privacy Act
International Transfers Under GDPR	FOI Exemptions	Introduction to Saudia Arabia DP Law
Employee Surveillance and GDPR	Contracts and Commercial Confidentiality	Introduction to Qatar DP Law

 Further details  
[actnow.org.uk/webinars](http://actnow.org.uk/webinars)

Live and Interactive Webinars  
 Only **£149** plus vat

“

Act Now's webinars always deliver high quality training without the need to leave the office. The tutor is knowledgeable and provides good opportunities for interaction.

MG, Peak District National Park Authority

Excellent way to gain insight into a subject, in easy to digest bite-sized sessions, without the time and cost issues of travelling to an outside provider.

RM, Oxfordshire County Council

”

# E-Learning

Set the right foundations for compliance with our custom built interactive e-learning solutions.

**FREE TRIAL AVAILABLE**  
(Terms Apply)



## GDPR Essentials

Raise GDPR awareness efficiently and effectively.

This course is designed to teach essential GDPR knowledge in an engaging and interactive way. It consists of two modules which explain the key messages of GDPR in jargon free language. Learners can download a certificate upon completion of a quiz.

### Module 1 GDPR and You

The main provisions of GDPR and Data Subjects' Rights

### Module 2 Keeping Data Safe

Practical tips on how to keep personal data safe and secure

Now available to view in bite-size videos!

# RIPA Essentials

An E-Learning Solution for Local Authority Investigators.

RIPA Essentials explains all the key provisions of Part 2 in an engaging and interactive way. In less than 30 minutes your investigators will learn about authorising Directed Surveillance and Covert Human Intelligence Sources as well as its application to social media investigations.

RIPA Essentials is a cost effective and convenient way to train your staff from the comfort of their home or office. It consists of a video followed by an online quiz. Successful completion will lead to a certificate.

Designed by leading RIPA experts, RIPA Essentials will help you to build a RIPA compliance culture in your authority and satisfy the requirements of the of the Investigatory Powers Commissioner's Office (IPCO).

## E-Learning Features

- Ideal for frontline staff
- Quiz to ensure comprehension
- Engaging and cost effective
- Admin controls
- Certificate on completion
- Free Trial Available** (Terms Apply)



## Human Rights and Enforcement

Article 8 Right to Privacy  
Types of surveillance undertaken by local authorities  
What can go wrong?  
Investigatory Powers Tribunal  
The Commissioner

## Directed Surveillance

Definition and what is covert?  
The Serious Crime Test  
How to complete the authorisation form  
Defining Necessity, Proportionality and Collateral Intrusion  
Magistrates' Approval

## Covert Human Intelligence Sources (CHIS)

What is a Chis?  
Can a volunteer be a CHIS?  
Authorisation criteria  
Handlers and Controllers

## Social Media Investigations

Is it surveillance?  
Is an authorisation required?


## Record Keeping & Data Protection

Only **£49** plus vat

**Special Pricing for 10+ licenses**  
and from as low as **£2.65** per user.  
Contact us for a personalised quote.

Only **£99** plus vat

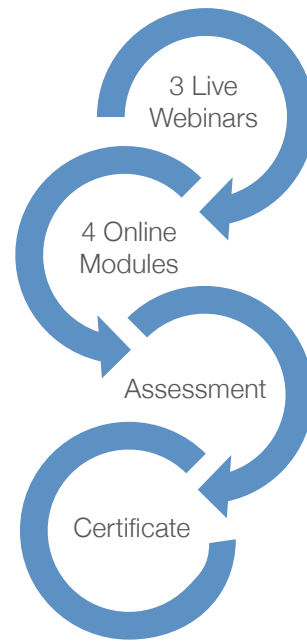
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Contact us for a personalised quote.  
[actnow.org.uk/ripaessentials](http://actnow.org.uk/ripaessentials)

 Further details  
[actnow.org.uk/elearning](http://actnow.org.uk/elearning)

# Foundation Certificate In Information Governance

This online qualification is designed for information management professionals who need a foundation in the basics of information rights law and information governance.

This is a fully online and interactive course designed by leading Information Governance experts. Delegates will attend 3 live webinars covering GDPR, FOI and Records Management. This will be followed by 4 exclusive online modules delving deeper into the above topics. Successful completion of an online assessment will lead to the award of the Foundation Certificate in Information Governance.



Live, interactive learning with leading experts covering GDPR, FOI and RM.

Exclusive modules on cyber security, records management, subject access requests and FOI exemptions.

An online MCQ assessment testing delegates understanding of the key topics.

Successful completion of the assessment will lead to the award of the Foundation Certificate in Information Governance.

## Key Features

A fully online and interactive course.

Designed by leading IG experts.

Learn at your own pace when and where it is convenient for you.

A stepping stone to more advanced qualifications.

A great foundation for those new to IG including apprentices.

# Setting you up with the right foundations.



Further details  
[actnow.org.uk/foundationcert](http://actnow.org.uk/foundationcert)

Only **£1099** plus vat

“

This course has certainly expanded my knowledge and interest in Information Governance and is very relevant to my work. I will be using the information I have gained to further enhance my career. A great foundation to build upon.

RD, Ministry of Defence

”

# Products & Support Services

“

A enjoyable day on a dry subject presented in an easy to understand and entertaining manner. That's not easy to do. Well done and thank you for a value added day.

KW, Manx Utilities

A fantastic course full of relevant examples, incredibly knowledgeable trainer and suitable for all practitioners regardless of time spent in the job, thank you Act Now.

JP, Historic England

”



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# Handbooks

These handbooks set out the GDPR legislation in a clear and easy to read format, cross referencing legislation from respective territories.



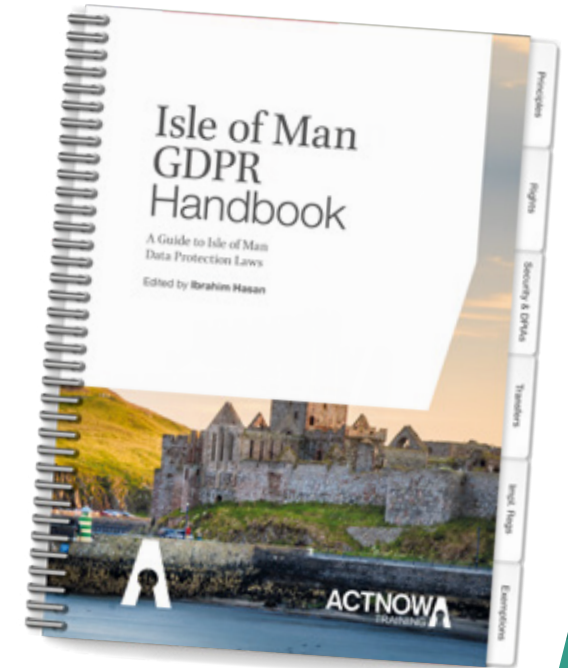
Further details  
[actnow.org.uk/gdprhandbook](https://actnow.org.uk/gdprhandbook)



UK GDPR **£59.99**



EU GDPR **£39.99**



Isle of Man GDPR **£59.99**

# Policy Packs

Our policy packs contain the essential policies and procedures required by Data Controllers to comply with GDPR and Part 3 of the DPA 2018 (law enforcement processing).

Template privacy notices, request logs and procedures for processes such as CCTV monitoring are included. The packs are suitable for both the public and private sectors.

**GDPR Policy Pack - LED Policy Pack**

Only **£999** plus vat



Further details  
[actnow.org.uk/gdprpolicypack](https://actnow.org.uk/gdprpolicypack)



# Resource Labs

You will gain access to our extensive online resource lab. This contains useful guidance and over 20 hours of video giving you specially curated resources and saving hours of research.

**£599** plus vat  
Annual Subscription

Further details  
[actnow.org.uk](https://actnow.org.uk)



# Support Services

## Phone A Friend

Our helpline service is designed to supplement your internal IG expertise by acting as a friendly advisor/sounding board for you to discuss your GDPR and FOI issue/requests and avoid attracting the attention of the Information Commissioner.

All our associates have over 20 years' experience of advising and training in Information Governance. They will guide you through the relevant legal provisions and make recommendations about your options giving you an expert external view.

As part of this subscription, you will gain access to our extensive online resource lab. This contains useful guidance and over 20 hours of video giving you specially curated resources saving hours of research.

**Please get in touch for a personalised quote.**

## Mind The Gap

Our Mind The Gap package will provide a risk and status assessment of your organisation's current level of GDPR compliance.

The risk status and status assessment includes a gap analysis against DP law and best practice. We will provide personalised recommendations for your organisation along with a tailored, prioritised action plan.

This will allow your organisation to focus its resources on key areas that require immediate improvement whilst also highlighting medium and longer term priorities helping you to increase compliance with a step by step process.

**Please get in touch for a personalised quote.**

## DPO Services

Our DPO service is a cost-effective solution for organisations that require a DPO but lack the internal expertise or resources.

We offer a bespoke solution from arms-length support to a fully outsourced, managed DPO service. Let us help you address the compliance obligations of the GDPR allowing you to stay focussed on your core business activities.

**Please get in touch for a personalised quote.**

# Direct expert advice when you need it.

“

The GDPR helpline is such a valuable resource and we regularly make use of it for support with any new, complex or unusual queries we receive. It's great to be able to talk through things you are working on and receive direct expert advice right when you need it. The team are professional, helpful and friendly - I'd highly recommend.

CM, English Heritage

Act Now's helpline service has been a fantastic support tool and sounding board which has helped me to gain confidence in my IG knowledge by having a reassuring voice to sense check my thoughts and get an external expert view.

SJ, UK  
Telecommunications Company

”



Further details  
[actnow.org.uk/supportservices](https://actnow.org.uk/supportservices)



# The Complete Data Protection Suite

Manage your GDPR compliance with Dapian – a cloud-based SaaS platform.

Designed to support governance teams & the wider business with DPIAs, DSARs, FOIs, IAR & RoPA, Data Sharing Agreements, Vendor Onboarding and Complaint Management.

## Key Features

- Guided processes
- Collaborative workflow and approvals
- Proactive risk management
- Automated Case Management
- Reporting and audit
- Secure & cloud based

## Modules

### DPIA

Increasing the quality and quantity of your DPIAs.

### DSARs, FOI & Data Breach

Receive, assign, monitor and respond to requests.

### IAR & RoPA

Integrated with DPIAs to support auto-maintenance of Assets and RoPA.

### Data Sharing Agreement

Collaborate on & sign up to agreements with multiple external parties.

### Vendor Onboarding

Verify your suppliers compliance, security, infrastructure, policies and financial stability.

### Complaints Management

An end-to-end platform for receiving, managing, and resolving complaints.

# Manage your GDPR compliance with Dapian.

**10% OFF**  
DAPIAN PRODUCTS  
When using the code:  
**ACTNOW10**

“

Dapian's DPIA Core Module has transformed how we approach GDPR compliance. It's incredibly easy to use, even for non-experts, yet clearly built with deep insight into how DPOs think and work. The way it translates ICO guidance into straightforward, actionable questions is brilliant—making complex privacy assessments accessible and efficient.

Behind the scenes, the automated risk rating and decision logic give us confidence that every DPIA is thorough and defensible.

The support from Dapian's expert team is exceptional—they're knowledgeable, responsive, and genuinely committed to helping us succeed. It's rare to find a product backed by such outstanding customer care.

Thanks to Dapian, we've streamlined our processes, reduced risk, and can demonstrate accountability with ease.

**Darcy Delich-Coull - Information Security & Compliance Officer - FootAsylum**

”



## Why choose Dapian's Data Protection Software?

Designed for both experts and non-experts, Dapian guides users through each process, automates complex processes, facilitates collaboration, and ensures GDPR compliance, all in one cloudbased solution.

**Compliance software designed by IG Experts**  
- Built for compliance teams, by compliance teams.

**Uses Data Protection Best Practice**  
- Exceeds legal and regulatory standards.

**Integrates with Existing Systems**  
- Built API first to effortlessly integrate with other systems.

**Bespoke Solutions Available**

 Further details  
[www.dapian.uk](http://www.dapian.uk)

# In House Training

Act Now has been delivering in house training since 2002. We can deliver any Information Governance topic tailored for your organisation online or in classroom.

Our clients include government organisations, local authorities, multi national corporations, financial institutions and corporate law firms. Our associates have decades of information governance experience and are experts in delivering training that makes the complex simple.



## Engaging Workshops

All our courses are practical workshops that are hands on and interactive. Whether delivered online or in the classroom, the training is tailored for each learning environment.



## Online or Classroom

We deliver all information governance subjects from short briefing sessions to full day workshops and certificated courses, allowing you to train your staff at the comfort of their desks.



## Cost Effective

Whether online or classroom, our inhouse training is always more cost effective when compared to sending the same number of staff on to our public courses.



## Experienced Trainers

Our trainers have decades of public and private sector IG experience enabling them to deliver high quality practical training and makes the complex simple.



## Tried & Trusted

With over 20 years of experience, and thousands of satisfied clients across the world, you can confidently place your trust in Act Now Training.



## Customised Content

We tailor all courses to meet the needs of your staff addressing all your learning and development objectives.



Further details  
[actnow.org.uk/about](https://actnow.org.uk/about)

Book your free 30 minute consultation.  
Contact us at [inhouse@actnow.org.uk](mailto:inhouse@actnow.org.uk)

“

Act Now are usually the first port of call for our information management training needs. The tutors are always very knowledgeable, helpful and make the training engaging. They are always at the forefront of arising matters in this sector too.

HM, Staffordshire County Council

From the many I have used, Act Now is the best training provider for IG courses

SB, Guys & St Thomas' NHS Trust

The course was very well thought out and presented by a knowledgeable and engaging tutor. I will most definitely be signing up to the Advanced Certificate in GDPR Practice next year to further my knowledge and development.

HH, Nucleus Financial

I have attended many Act Now webinars, and they have always been informative and useful. Their training sessions are invaluable for GDPR learning. I am currently undergoing an apprenticeship that works closely with Act Now Training, and it has been an essential part of my education in this field."

TH, Aquila

I have taken several courses with Act Now Training. Every course I have attended has been informative and enjoyable. The tutors are excellent and really engaging with the groups. I have found the courses invaluable in my work, and I have gained a great understanding of the various aspects of the FOIA.

WJH, Great Yarmouth Borough Council

The tutors knowledge, speaking pace, and engaging style made the session a delightful 4 hours. Appreciate the interactive nature of the course and the structure of the topics made it extremely easy to follow while remaining focused on the course material.

ND, DIFC Courts

Act Now Training provides excellent training courses for Data Protection Specialists. The Data Ethics Course was thought- provoking, well-structured, and well-presented.

ID, Believe Housing

”

# Delivering In House training since 2002.



Book your free 30 minute consultation.  
Contact us at [inhouse@actnow.org.uk](mailto:inhouse@actnow.org.uk)

# Meet the Team



**Ibrahim Hasan** Director

Ibrahim is acknowledged as a leading authority on information rights law. He is often called upon by the print and broadcast media to provide comment and analysis. Ibrahim has taught at postgraduate level and presented papers at conferences around the world. His clients include multinational corporations, government departments and local authorities.



**Ahdeeb Khatib** CEO

Ahdeeb is a seasoned executive with a strong track record in leading technology-driven transformation, spearheading strategic growth, and building sustainable, long-term success on a global scale. With extensive experience at Nasdaq 100 companies, he brings invaluable expertise in navigating complex, high-stakes environments to drive impactful change and deliver lasting results.



**Kirsty Squires**  
Senior Associate  
GDPR AI Risk  
DPO



**Susan Wolf**  
Senior Associate  
GDPR FOI EIR  
Curriculum Dev



**Scott Sammons**  
Senior Associate  
GDPR FOI RM  
DPO



**Lynn Wyeth**  
Senior Associate  
GDPR FOI RIPA  
DPO



**Nathan Bent**  
Senior Associate  
GDPR  
AI Ethics



**Naomi Matthews**  
Senior Associate  
GDPR FOI RIPA  
Solicitor



**Craig Geddes**  
Senior Associate  
GDPR FOISA RM  
Certified Archivist



**Olu Odeniyi**  
Senior Associate  
Cyber Security  
BCS, CIT, MCP



**Robert Weston**  
Senior Associate  
GDPR Audits  
Gap Analysis



**Andy Compton**  
Senior Associate  
Cyber ISO 27001  
NCSC PENTEST




**Cedric Krummes**  
Senior Associate  
GDPR  
RM Risk



**Malkiat Thiarai**  
Senior Associate  
GDPR FOI  
DPO



**Raz Edwards**  
Senior Associate  
GDPR FOI  
DPO

 Further details  
[actnow.org.uk/team](https://actnow.org.uk/team)

## Our Operations Team

- Sammy M. Operations Lead
- Hannah K. HR
- Mohammed A. Administrator
- Adam D. Finance
- David A. Brand Manager



# Building a Privacy Conscious World.

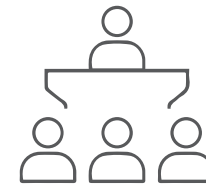
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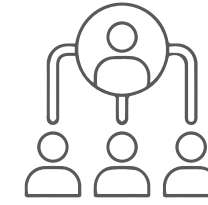
Very useful, insightful course that provided hands on practical tips on GDPR implementation within our business.

AD, Danske Bank



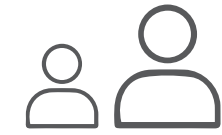
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I highly recommend Act Now Training. The speaker presented a relatively heavy topic in a highly interesting manner. As someone who had previously read the regulation multiple times, I guarantee that this course will still provide you with considerable added value.

SS, Trident Trust Company (Malta) Limited

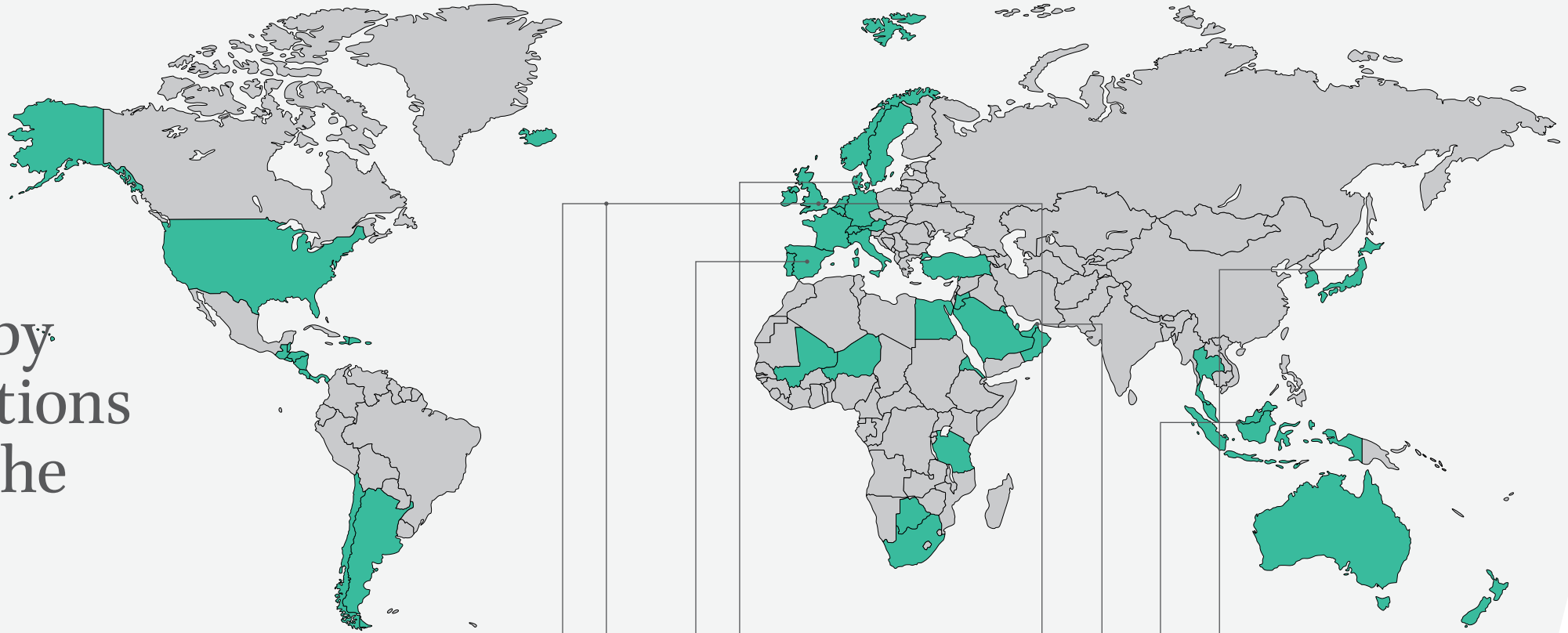


Further details  
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# Trusted by organisations all over the world...

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Excellent course. What could have been a dry topic was transformed by excellent and engaging expert delivery and practical examples. Good length to get a good understanding of the whole area. I feel well prepared to take GDPR compliance forward with my company.

**CT, Trident Trust Company, London**

The course is extremely useful in explaining GDPR and other associated legislation and how they should be applied. Extremely valuable for anyone who is or is due to become a Data Protection Officer or anyone who supports that role.

**NH, Office for Nuclear Regulation**

Thank you for a really helpful and practical course. It was pitched at just the right level for me, and I feel much more confident in my role as DPO as a result.

**BS, Marie Curie, London**

This was an excellent session and really helpful. The Course tutor was really engaging and helped make a difficult topic easy to understand.

**City of London Corporation**

Kirsty was fantastic - not only an engaging teacher but also incredibly knowledgeable and insightful.

**UK Parliament**

Very useful, insightful course that provided hands on practical tips on GDPR implementation within our business.

**AD, Danske Bank, Denmark**

I highly recommend Act Now Training. The speaker presented a relatively heavy topic in a highly interesting manner. As someone who had previously read the Regulation multiple times, I guarantee that this course will still provide you with considerable added value.

**SS, Trident Trust Company Limited, Spain**

The tutor engaged with the course attendants to ensure they are aware of the details that may be most relevant to each organisation.

**Cabinet Office**

An eye-opening course... I am glad I attended this course.

**Ministry of Home Affairs, Dubai**

Good and interactive explanation/briefing on the Data Protection Policy. An inspiring workshop. The presenter was well understood, friendly and approachable. The experienced tutor and facilitator provided me with clear knowledge and awareness of Data Protection. I'm truly grateful for this experience.

**Public Services Department, Brunei**

The tutor was very knowledgeable and engaging.

**BBC**

It is quite difficult to find a good training provider but I can happily say Act Now and the trainer did a really good job to make me want to recommend them to anyone I know. As a beginner in the Data Protection field, the GDPR Practitioner certificate course was the right balance between overall guidance and detailed information presented in an easy and understandable format. Having the course over 4 weeks was very good to be able to study in between, and think about questions or specific cases to people's various environment.

**Chugai Pharma Co., Japan**





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