



The Basics - Core considerations

# Data protection and security

## Questions relevant to data protection and security to discuss with crisis-affected people

*Data protection and security are closely linked to trust, safety, and people's sense of control over their own information.*

This set of questions supports conversations about how individuals feel about sharing personal data, what information they are comfortable or uncomfortable disclosing, and how well they understand what happens to their data once it is collected. It also opens space to discuss transparency around data use and sharing, as well as people's own practices and needs related to protecting their information when using digital tools.

By grounding these discussions in lived experiences, the questions help teams identify expectations, concerns, and safeguards needed to reduce risks and support more informed and respectful data practices.

### 1. Facilitator guidance

These questions are designed to support open and respectful conversations about data protection and security, recognising that people may have different levels of awareness, comfort, and concern regarding how their personal information is handled. Facilitators should approach these discussions with sensitivity, acknowledging that past experiences, fear of harm, or lack of transparency can strongly influence how people feel about sharing data.

Create space for people to express both trust and discomfort without pressure to justify their views. Avoid technical explanations unless they are requested, and use clear, relatable language to discuss how data is collected, stored, used, and shared. Be honest about uncertainties or limitations, and avoid making assurances that cannot be guaranteed.

Pay attention to power dynamics and risk exposure, particularly for individuals or groups who may face greater consequences if their data is misused. Use the conversation to understand what information people want to receive about data protection, how they prefer to receive it, and what support they may need to protect their own data when using digital tools. The goal is not to persuade people to share data, but to ensure that any data-sharing decisions are informed, voluntary, and based on trust.



## 2. Practical checklist for facilitators

### Before the conversation

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- I understand that the goal is to listen to perceptions and concerns, not to obtain consent.
  - I can explain in simple terms how data will be handled if it is collected.
  - I have considered possible differentiated risks for different groups.
  - I am prepared to respond honestly or say “we don’t know yet.”
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### During the conversation

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- I invite people to express how they feel about sharing personal data.
  - I actively listen to what information they find sensitive or uncomfortable to share.
  - I explore how much they know about the use, storage, and possible sharing of data.
  - I ask how they prefer to receive information about data protection.
  - I recognize that not sharing data can be a legitimate and safe decision.
  - I avoid technical language and unnecessary explanations.
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### After the conversation

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- I record learnings without collecting unnecessary personal data.
- I use what I hear to reinforce safeguards and transparency practices.
- I check whether clear materials on data protection are needed.
- I share identified concerns and expectations with the team.
- I plan how to keep people informed about changes in the use of their data.



### 3. The questions for data protection and security

- \* How do you feel about sharing your personal information with humanitarian organisations?
- \* What data are you comfortable/uncomfortable sharing?
- \* Are you aware of how your data will be used and stored?
- \* Would you like to be informed if your data is shared with others?
- \* What's the best way for organisations to share information with you about data protection?
- \* Are you aware of how to protect your data yourself when using your phone, a computer, the Internet or other digital tools?