

Professional discussion DISC-001

Northbridge College

17 February 2026

LEARNER
Ellie Turner

TOPIC
GDPR and handling personal data

ASSESSOR
Rachel Okafor

RECORDING
0:54

Timeline

Time	Criterion	Rating
0:12	K4.1 Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc	★★★★☆☆
0:27	K4.2 Knows how to support the company in applying the regulations.	★★★★☆☆
0:42	S2.4 Maintains records and files, handles confidential information in compliance with the organisation's procedures.	★★★☆☆☆

Transcript

Rachel Okafor: Okay, we are recording. Today I would like to talk about how you handle personal data at work. Can you start by telling me which laws apply to your role?

Ellie Turner: The main one is UK GDPR, alongside the Data Protection Act 2018. In my job I handle customer names, addresses and sometimes bank details for refunds, so it applies to most of what I do.

Rachel Okafor: Good. And how do you help the company stay compliant day to day?

Ellie Turner: I only keep what we actually need, I lock my screen when I leave my desk, and anything with bank details goes in the restricted finance folder. If I spot something that looks like a breach, I report it to our data protection lead the same day.

Rachel Okafor: Tell me about how you store and dispose of records.

Ellie Turner: We follow the retention schedule, so customer files are kept for six years and then deleted. Paper copies go in the confidential waste bins, never the normal recycling.

Rachel Okafor: That is really clear. Thank you, that covers everything I needed for this one.