

# Hello

Welcome to the Data privacy moments tool.

## Use this tool to:

- Map data-related risks to children in your service
- Identify important moments to engage children with privacy information
- Plan how to improve privacy information in your service

Use the **Age-appropriate mindsets canvas** to help you focus your thinking in this workshop.

Use the Children's code design guidance theme **Find the best moments to engage children with privacy information** as reference.

## Who's needed?:

- Someone responsible for the service and interface design
- Someone who knows how your service processes data
- Someone with legal or data protection law knowledge

By the end of this workshop you will have -

- **A current-state user journey with associated data-related risks**
- **Identified new risks to address during your design process**
- **New information that could feed into your organisation's Data Protection Impact Assessment**
- **The ICO's best interests framework helps organisations assess how their service supports children's best interests and where there are risks.**
- **Notes, questions and ideas on each of the risks you've identified**



## How to run this tool.

Allow about **2 hours** for this tool.  
You may need more time if you are working with 3 or more Age-appropriate mindsets.



### Steps to follow:

- 1** Review the outputs of your Age-appropriate mindsets canvas. Copy the mindsets which relate to your users here.
- 2** Map the steps taken in your end-to-end user journey for each mindset. Highlight the steps in which you collect or use personal data and add a short note on each of these 'risky moments'.
- 3** Copy over each risky moment to a notes board and add more detail, questions, ideas and stakeholders.

### Timing:

**Review mindsets**  
*15 minutes*

**Map user journey and risks**  
*30 minutes per mindset*

**Notes, questions & ideas**  
*10 minutes per risky moment*

### Tips:

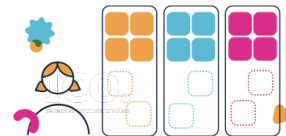
If you are working with 3 or more mindsets you may want to run this workshop in two sessions

If you already have your product or service user journey mapped, use that as the basis for the steps

You don't need to have all the answers or solutions. Use these notes to help you take action on the risks you've identified



# Mindset 1



Copy over a Mindset  
you've created using the  
**Age-appropriate**  
**mindset tool.**

*Please use the help on the next page, it will shape your understanding of what a mindset is.*

# Help

## What are mindsets?

A mindset is a set of needs and behaviours attributed to a person or group of people.

mindsets help you to focus on your users fundamental motivations. They are broad enough to identify behavioural tendencies without prescribing personas.

Use the ICO [Age-appropriate mindsets tool](#) to help you focus your thinking in this workshop. →

**Mindset**  
10-12 year olds  
Transition Years

Each Boxed, Annotated, and Annotated, with annotations and notes. Read how the tool helps you to focus your thinking.

Use the tool to focus your thinking on the needs and behaviours of your users. Use the tool to focus your thinking on the needs and behaviours of your users.

Also include the general thoughts, ideas and notes as they happen during the workshop.

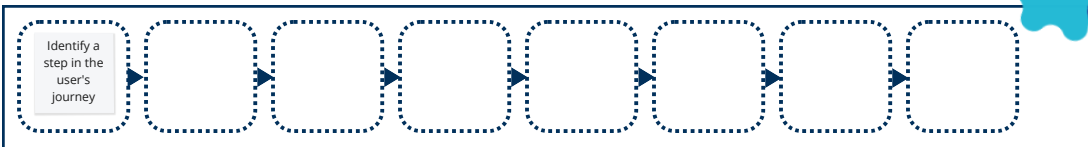
Challenges	Needs	Behaviours
1. Identify the user's needs	1. Identify the user's needs	1. Identify the user's needs
2. Identify the user's needs	2. Identify the user's needs	2. Identify the user's needs
3. Identify the user's needs	3. Identify the user's needs	3. Identify the user's needs
4. Identify the user's needs	4. Identify the user's needs	4. Identify the user's needs
5. Identify the user's needs	5. Identify the user's needs	5. Identify the user's needs
6. Identify the user's needs	6. Identify the user's needs	6. Identify the user's needs
7. Identify the user's needs	7. Identify the user's needs	7. Identify the user's needs
8. Identify the user's needs	8. Identify the user's needs	8. Identify the user's needs
9. Identify the user's needs	9. Identify the user's needs	9. Identify the user's needs
10. Identify the user's needs	10. Identify the user's needs	10. Identify the user's needs

ICO's age-appropriate mindset for 10 - 12 year olds

# Map user journey and risks

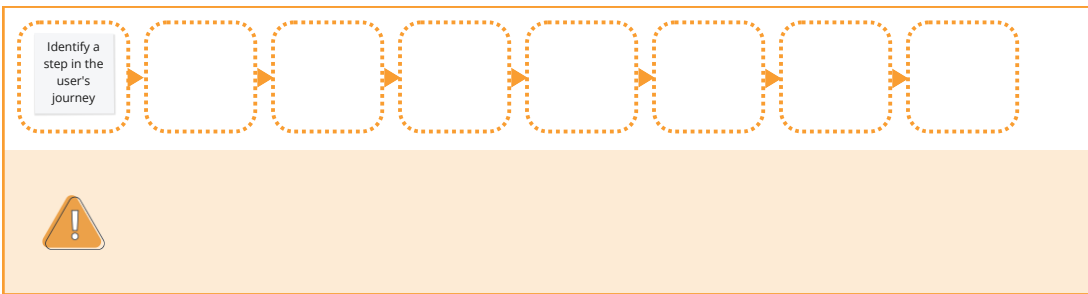
## User Journey

The main steps in your end-to-end user journey



## Personal Data

How data is collected, used or shared



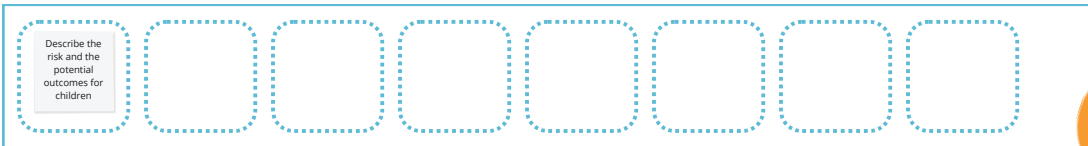
## Risky moments

Flag moments of risk to your young users' data privacy with triangles



## Risk notes

Short notes on the risks you've identified



Please use the help on the next page, this explains what risk means in the context of this tool.

## What does 'risk' mean here?

In this context, risk means potential harm you might expose children to because of the different ways you use their personal data.

Your risks will be specific to your online service, but here are some examples:

- Children sharing data with other users that leads to physical or emotional harm
- (e.g. bullying or harassment)
- Using personal data to recommend age-inappropriate or harmful content
- Sharing data with third-parties for commercial gain that may not be in the child's best interests

## What about the parent's role?

For younger children in particular, parents or guardians will have important input.

You can make note of this in your user journey, add another row of notes, or even create a separate journey for parents if needed.



# Notes, questions and ideas

## Risk notes

Copy over the notes from your map for this moment and add more detail

Describe the risk and the potential outcomes for children	

Keep note of any questions

Keep note of any questions	

## Questions

What do you need to find out to address the risks?

## Ideas

First thoughts on how you might address the risk at this moment

Suggest ideas for potential solutions	

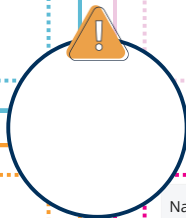
Name the people or skills

Name the people or skills	

## Stakeholders

Who are the people and skills you will need to help tackle this?

Copy over a risky moment (1 risky moment per page)



Top tip - Print off multiples of this page to cover all the risky moments you recognised in your data privacy moments map

# Done!

What's next?

## Keep a copy of this

Save a version for your records to show you have thought about children's data privacy and transparency in practice

## Add insights from research

Test your ideas, prototypes and solutions with children and add things that you learn to your moments maps

## Keep this updated

Do another version of this when your product or user journey changes, or if the age profile of your users changes

