

Calling your Labour members during COVID-19

Calling members and data protection

To use Dialogue

- Create a Labour Log-In at <https://my.labour.org.uk/> (you will need your membership number)
- Then use our phone-banking tool - dialogue.labour.org.uk/
- There are instructions and a video guide to get you going.

Members trust that the Labour Party will protect their data and we must be able to demonstrate a high standard in this area. We strongly encourage members to use Dialogue in order to make calls to other members. It is compliant with the General Data Protection Regulation and has guidance to help you when you make calls.

If you are unable to use Dialogue to make calls then, if you are a role holder, you may be able to access and distribute membership lists for this activity. Printed membership lists are much less secure than using Dialogue, so it is important everyone is aware of their data protection obligations if they are using these lists. The key things to remember are:

- **Report it:** If a membership list is lost or stolen, you must report this immediately to dataprotection@labour.org.uk as this could constitute a data breach
- **Shred it:** Once all calls have been made, membership lists must be destroyed securely and confidentially
- **Secure it:** If you have to store membership lists overnight, you must make sure they are out of sight and not easily accessible to others

Any other data protection queries should be directed to dataprotection@labour.org.uk

Script

The purpose of these calls is to check in, provide some company during periods of social isolation, find out whether the member is in need of support or keen to support others, and to sign post them to the appropriate organisations or information.

1. **Prepare:** Have you taken the time to map your community? Do you know what services are available to properly direct people? [Use our community mapping guide.](#)
2. **Introduce yourself:** Hi there, my name's ____ I'm calling from your local Labour Party. We're calling members just to check in, find out how people are feeling, if they need any support and make sure they know how best to provide support for others at this time. Is now a good time to chat?"
3. **Ask them how they're doing.**
4. **Acknowledge how they're feeling** by reflecting what they say and asking further questions.
5. **Take the time to find out more and practice active listening.** You should allow them to speak, and ask clarifying questions or answer specific points where you feel comfortable to do so. If you don't know something, don't try to answer, but see if the answer is available online together.
6. **Make sure they feel confident at the end of the call how to seek or provide support from groups in their local area.**

Fun additional Idea: Host a Dialogue Party using Zoom!

Phone banks are always more fun to do in a group. Use Zoom.us to set up an online conference call with other members so you can use Dialogue together. You can call people on your phone using dialogue, and chat with your comrades on Zoom between calls!

Responding to specific queries:

- **The member doesn't want to receive any more calls:** Dialogue allows the option to opt people out of receiving calls if they make that request.
- **How did you get my number?** You provided your number to the Labour Party when you signed up as a member. If the member asks any further technical questions, you can acknowledge that you don't know the answer, but you can provide the details for the Data Protection Team in the national office if they would like to pursue this matter(dataprotection@labour.org.uk)

- **How do I complain?** I can give you the email address of our Data Protection Team if you would like to follow up with them. It is dataprotection@labour.org.uk

Wider Covid-19 information

Although we find ourselves in unprecedented territory, we do need to still have a lawful basis to process personal data. Therefore, if you want to do something different with members, or their data, you should not make any decisions without contacting the national office.

If you need to contact us about any of this, or need any other assistance related to the capture of data, please email dataprotection@labour.org.uk[CM1]

Keep yourself and those around you safe by following official government advice: <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>