**MODEL OPERATING PROCEDURES AND SAMPLE FORMS FOR HELPLINES:**

### **H.A-8 Data Security protocols**

**Data Security Framework**

Access Controls:

* User authentication
* Role-based access
* Password policies
* Activity logging
* Session management

Data Protection:

* Encryption standards
* Backup procedures
* Storage security
* Transfer protocols
* Deletion policies

Compliance Requirements:

* Data privacy laws
* Retention policies
* Audit procedures
* Reporting requirements
* Training records