SITUATION 1

DATA COLLECTION, PURPOSE OF PROCESSING AND DATA MINIMISATION

A social worker meets Camille P. to help her complete an application for social housing.

During the interview, she gathered information that was not strictly related to the housing application, but which gave a broader view of the social situation of Camille P. and her family (chronic illness, violence). She is thinking in particular about applying for benefit, and some of this information will be useful for completing the application in the future.

> **Does she have the right?**
> **Should it collect only the data necessary for the procedure agreed between the professional and the data subject?**

> **How can we reconcile the overall assessment of person's situation, their request and compliance with the General Data Protection Regulation (RGPD)?**
> **What should be done with information that is not necessary but that the data subject provides voluntarily?**

SITUATION 2

DATA COLLECTION, CONSENT

A multi-skilled social worker sees Matthieu to apply for financial assistance. He is unemployed and has difficulty paying his rent. The social worker helps him with his application and enters the various details of Matthieu's social situation in the social services software (contact details, address, age, marital status, income, employment status). A few months later, Matthieu received a text message from the social services department inviting him to a workshop on "remobilisation and self-confidence". The same text message was sent to all the people who had attended the social service, who had been both isolated and unemployed for 6 months.

Matthieu was very surprised, as he hadn't asked for anything, and contacted the social worker to express his dissatisfaction.

> **Should the social services assistant have told Matthieu that he could be contacted again by the social services department? At the risk of frightening the user?**

> **Should she have told him the data collected is stored?**
(where? duration? deletion? use?)

SITUATION 3

DATA RETENTION

The holidays are almost here! Anne, a social worker, is taking advantage of her last day to sort through her files and tidy up her desk. She's wondering what to do with the personal information of service users whose support has come to an end.

> **Archive them? If so: how, where and for how long?**
> **Delete them from the computer?**
> **Throw paper documents in your office wastepaper basket?**
> **Destroy them before throwing them away?**

SITUATION 4

DATA RETENTION

A social worker who works in an assessment centre for children and adolescents with developmental and behavioural disorders uses the client file stored on her department's main computer. In this centre, assessment and reassessment visits often take place after a few years, as the child or adolescent's development progresses.
Under current regulations, beneficiary data must be destroyed after 5 years. When she searched the beneficiary's electronic file, she was unable to find the information.

> **Where can the social services assistant go for information?**
> **Is it possible to keep a copy of the paper file? Is it possible to delete the electronic file?**
> **Does the centre have procedures in place? Is there a system set up by the centre for the files of the beneficiaries who are no longer active but must be kept until they are destroyed?**

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SITUATION 5

DATA SECURITY

Valérie, a social worker, keeps files in her cupboard (which doesn'lock) containing personal notes on certain social issues. families reported to social services for child abuse. She wondered whether she should take additional measures to make this type of case more secure.

> **Are there any safety standards for the storage of data?**
> **Where can she find the information? Who can she ask? advice?**
> **What kind of measures could Valérie put in place to ensure that files containing personal data are not accessible to as many people as possible?**

SITUATION 6

SENSITIVE DATA

A youth worker at a community centre organises activities with local families to foster social ties with the residents. one of these activities, a woman told her about her migration. She had fled her country of origin because she was afraid being arrested, like several of her fellow immigrants.

members of her union. This is the first time she has confided in us; until now, she has attended activities but kept to . The host thinks that she could perhaps benefit from protection, which would enable her to stabilise her situation. As the data was sensitive, the professional wondered what precautions to take.

> **What procedures does your organisation have in place?**
> **What information should be included in the file?**
> **Can it collect the necessary information?**
> **Should it refer him to a suitable structure, at the risk of the young woman doesn't go?**

> **How do you pass on the information collected to the association?**

SITUATION 7

SENSITIVE DATA

A social worker interviewed Karine to help her complete a housing application. During the interview, Karine mentioned her state of health and the fact that she from a chronic pathology that regular care and makes her rather tired. This is an important factor to take into account when considering access to housing suited to her condition. As this is sensitive data, the social worker asked what precautions should be taken.

> **What procedures does your organisation have in place?**
> **What information should you record in your digital file?**
> **Who has access to the digital file?**
> **Can it specify the pathology? Or just the**
relevant and useful consequences for the case?
> **What information can it pass on to its partners, and under what conditions and/or in what form?**

SITUATION 8

SENSITIVE DATA

A social worker receives a written request from Maria to continue the special protection measure after she has reached the age of 18 (request for a young adult contract in France).

In order to remind her of the framework of this measure and how it works, Maria is informed of her rights and responsibilities, with a description in particular of the social support framework that would be attached to it (planning and provision of residential-type services). An individualised protection plan was drawn up, indicating the type and frequency of monitoring.

as well as a periodic reassessment of the progress made, the decisions and specialist interventions proposed, and the duration of Maria's contract with the service concerned.

> **Does the social worker have the right to know the personal details of the person being supported and to enter them in a dematerialised social file?**

> **Is the social worker entitled to check the accuracy of the information received from the beneficiary?**

> **Is it able to use data anonymised for purpose of developing statistics to maintain the data with a view to developing services adapted to the needs identified?**

> **What personal information are social services authorised to collect?**

> **What type and level of information is best suited to the beneficiary, informing him or her about the professionals who will have the most influence on his or her life?**

SITUATION 9

SENSITIVE DATA

Andrea, a social worker in a residential centre for minors, was approached by the representative of a multinational company who wanted to support the young people in the centre by giving them gifts in the form of hygiene articles and clothing. As part of this sponsorship activity, the company would like the social worker to agree to the publication in the press of photos of the activities carried out at the centre, as well as information about the children's ages.

> **Are sponsorship-type activities by private commercial companies possible the context of an educational centre for minors?**
> **What questions do you have about the dissemination of personal data?in terms of image rights particular?**

SITUATION 10

SENSITIVE DATA

Miruna, a socially vulnerable person, wanted to apply for heating assistance for the winter. The social worker helping her to complete the application informed her that, as part of the request, she also had to complete an agreement for data processing. This document must be signed before the application can be processed.

> What are the consequences of refusing to complete this form? document?
> Should and can the social worker systematically set aside time to explain how the data is processed and used? What risks does she run if she fails to do so through omission or lack of time?

SITUATION 1

RIGHT TO DISCONNECT

Ms D. is a social worker working in a social action centre. She has a heavy workload and often has to deal with emergency situations, such as cases of domestic violence, imminent evictions and urgent accommodation needs. At 7pm on a Friday evening, Mrs D. had finished her day's work,
she returns home. At 8pm, she received a call on her work phone from a family in distress because they had just received an eviction notice with immediate effect for Monday morning (voice message).

> **Should she call the family back to save them eviction on Monday morning?**
> **Should she contact associations and legal services to find a solution?**
> **Do we have the right to disconnect in this case?**

SITUATION 2

DISCOVER THE PRINCIPLES OF THE RIGHT TO DIGITAL EQUIPMENT

On an isolated island with a population of 2,500, Nicole, a social services assistant at a community centre, has to renew a medical care application, enabling a user to access resources. The communications network and the Internet regularly malfunction, and the distance from urban infrastructures complicates the administrative procedures for the island's inhabitants.

> **How can Nicole overcome this geographical obstacle?**
> **What could be done to improve access essential services for the island's inhabitants?**
> **How can the communication network be improved? Who could the social worker alert to her difficulties?**

Digital tools: equipment, disconnection and support

SITUATION 3

DIGITAL HANDLING COACHING

A social worker working in a community centre often sends emails to the people she accompanies to make appointments or to inform them of the progress of an application. Some them do not sort or empty their email inboxes, preventing new emails from reaching them.
The social worker receives no response from the beneficiaries concerned, resulting in a backlog of cases.

> How to identify and prevent beneficiaries who are concerned?
> What technical support could be put in place to help the social worker and users with their digital problems?
> Does the social worker have any other means of contacting you? alternative means of communication go unread or unanswered?
     > How are users informed about importance of maintaining their box? mail with storage space enough?
          > What other communication platforms could be used to reduce reliance on email?

Netiquettes: for ethical uses of digital social networks

SITUATION 1

PLAYERS AND ROLES IN SOCIAL WORK COMMUNICATION ON SOCIAL NETWORKS

A social worker at a general assistance centre for the State (public service) communicates with beneficiaries via the WhatsApp application. They regularly send official documents to pass on their information. This practice is almost encouraged by their superiors, as email does not work with a whole section of the population, being too complicated to use. On a day-to-day basis, Whatsapp is proving more effective.

> **Do the various players have the same level of expertise? responsibility?**
> **Who made the decisions regarding the use of this social network?**
> **What are the advantages and disadvantages of this type of network?for this type of communication?**

Netiquettes: for ethical uses of digital social networks

SITUATION 2

ACTORS AND ROLES IN SOCIAL WORK COMMUNICATION ON SOCIAL NETWORKS

At a centre open to 12-18 year-olds, the educator and the young people communicate by private message via the Instagram application.
Using this means of communication, young people send messages directly to the teacher's private account for a whole range of things (requests for information, information about activities, what to do about certain issues). One day, while the educator was on holiday, she received a message from a young person saying that she couldn't take it any more, that she was thinking of defenestrating herself. She really wanted to end it all.
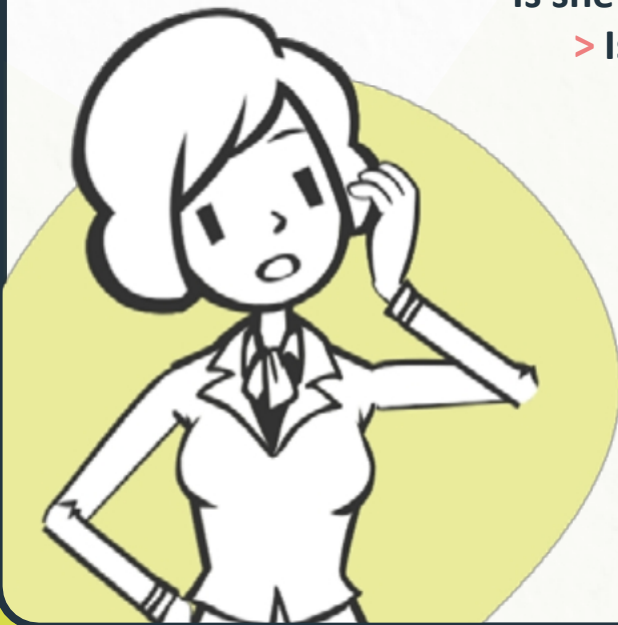
> **Is the educator professionally liable?**

> **A separation between professional and private life on social networks is-**
Is she thinking?

> **Is there a frame of reference within the institution and at a global level?**
that guarantees the distinction between the two spheres?

> **What could the educator have put in place beforehand?**

Netiquettes: for ethical uses of digital social networks

SITUATION 3

NETIQUETTE

In a residential institution for people with disabilities, a multitude of communication channels have been set up. A Facebook account, an internet page, an Instagram page and several separate messenger groups for exchanges between professionals, with partners and with beneficiaries (who are very keen to communicate using social networks). These tools enable colleagues to communicate with each other and send each other daily updates on life at the centre.

They can also be used with families to send photos of activities with residents, with the general public to raise awareness of the Centre's dynamism, and with residents for a group to spread jokes and anecdotes. However, the professionals (social workers and educators) are somewhat at a loss when it comes to managing these diverse tools and their uses.

> **Is it a good idea to increase the number of channels?**

> **How can this communication be regulated?**

> **What types of communication are best suited to each social network, and between which players? these communications should they be?**

> **What can be put in place to optimise communications and networks (concrete avenues)?**

Netiquettes: for ethical use of digital social networks

SITUATION 4

PROFESSIONAL ETHICS

At a homeless shelter, a team of social workers is using Facebook to disseminate information about available services, share community resources and raise awareness of the issue.
the public about the problems of homeless people. The team regularly uses the centre's Facebook page to post updates, upcoming events and success stories of people helped by the centre.

> What are the legal benchmarks to which social workers should refer in this type of communication?
> Is Facebook an appropriate communication channel for disseminating information about the centre's services and raising public awareness of homelessness issues?
> What implications can the use of Facebook have for your business? in terms professional ethics social workers?

SITUATION 5

THE LIMITS OF A PROFESSIONAL ONLINE PRESENCE ON TIKTOK

In an association that supports young people in difficulty, social workers are encouraged to have a presence on social networks to raise their profile and raise public awareness of youth-related issues. One of the youth workers has started creating videos on TikTok, in which she shares anecdotes from her day-to-day work, including anonymised descriptions of certain situations she encounters with the young people she supports. Although the videos do not mention names or precise details, some of her colleagues are concerned that these publications could make it possible to guess the identity of the young people or reveal sensitive information about their lives.

> **How do you determine the boundary between professional sharing and the confidentiality of beneficiaries on a platform as public as TikTok?**

> **Is it appropriate to share anecdotes work on TikTok, even if it means anonymised?**

> **What protocols should be put in place to ensure that publications on social networks respect the confidentiality of users?**

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SITUATION 6

USING SOCIAL NETWORKS FOR BUSINESS INTELLIGENCE

A social worker in an association that supports women who are victims of domestic violence follows closed groups on Facebook and LinkedIn to keep abreast of best practice and new approaches to support. However, she began
to share extracts from these discussions on her personal profile to raise awareness among her network. Some of the information she shares may be interpreted as specific advice, albeit taken out of its original context.

> **Is it appropriate to use personal social networks to share professional information?**
> **How can we distinguish between sharing for professional intelligence purposes and communications that could be perceived as**
non-professional advice?
> **What are the associated ethical risks? using social networks to raise awareness?**
> **What guidelines or recommendations could be put in place to clarify the use of social networks in this context?**

SITUATION 1

PERSONAL DATA

Marie, a social worker, is working with Sylvie, a 25-year-old woman who has recently lost her job and is facing financial difficulties. During a meeting, Sylvie confides in Marie that she has mental health problems and regularly takes antidepressants. She asks Marie not to mention this information in her file, as she fears it will harm her chances of finding a job.

Ethical dilemma

On the one hand, Marie has a duty to respect Sylvie's privacy and confidentiality. On the other hand, by omitting this important information about Sylvie's health, Marie may not be able to offer her the best services and support she needs.

> What would be your approach to resolving this dilemma while respecting Sylvie's rights and needs?

SITUATION 2

DIGITAL EQUIPMENT

Léa, a social worker, accompanies Mathieu, a 20-year-old man living in a home for young people in social difficulty. During a
In his interview, Mathieu explained to Léa that he was finding it difficult to follow his online training and keep in touch with his friends and family because the hostel did not provide him with access to a computer or the Internet. Mathieu feels very isolated and frustrated at not being able to benefit from the same digital tools as his peers.

Ethical dilemma

On the one hand, the hostel's mission is to provide accommodation, guidance and support for young people in difficulty, but it does not necessarily have the budget to equip each resident with IT equipment. On the other hand, depriving Mathieu of digital access could prove to be a form of social exclusion and harm his well-being, education and integration.
> What solutions could you suggest that would give Mathieu access to the equipment and digital connection he needs, while respecting the constraints of the household?

SITUATION 3

NETIQUETTE AND SOCIAL NETWORKS

Lucie, a young social worker, is working with Léa, a 35-year-old woman looking for a new job. During a job interview preparation session, Léa asks Lucie for advice on how to make the best use of professional social networks. Léa explains that she has deleted her personal Facebook account for reasons of confidentiality, but is reluctant to create a LinkedIn profile to promote herself to recruiters.

Ethical dilemma

The use of social networks can be an invaluable tool for promoting the professional integration of people receiving support. However, it raises ethical questions about privacy, the protection of personal data and the image that users want to portray of themselves. Lucie must ensure that she advises Léa in an ethical and responsible manner.

> How could you help Léa create and manage her LinkedIn profile, while preserving her right to privacy and her image?

SITUATION 4

DEONTOLOGY

Fatima, an experienced social worker, is accompanying Kévin, a 22-year-old who has recently joined a work integration programme. During an interview, Kévin tells Fatima that he has been offered an interesting job with a local company, but that he is reluctant to accept it because he is afraid that his criminal record, due to offences committed in the past, will affect his chances of being hired.

Ethical dilemma

On the one hand, Fatima has a duty to support Kévin in his search for a stable and fulfilling job, by promoting his skills and helping him to overcome the obstacles associated with his past. On the other hand, she wonders whether it's ethical to advise Kévin to hide his criminal record from the police.

recruiters, which could be seen as a form of deception.

> What ethical stance would you adopt to best support Kévin in this delicate situation, while respecting the ethical principles of social work?