



Confidentiality in Lamplight

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Lamplight is a secure system, accessible only by those to whom you give access. Data is encrypted in your browser both while being sent to the server and while stored on the server (cloud). Within Lamplight there are also ways to restrict information within your team, so that staff members and volunteers can only see information which is applicable to them. This document demonstrates all of those options.

User access level

Lamplight has several different levels of access which can be given to any individual database operator. You can see the different levels of access below. Although the levels are named after different roles, you can assign any role to any member of staff.

Some terminology to help you understand the roles:

- Profiles: Every person or organisation has a profile. Profile tabs contain personal information.
- Activity records: Records and notes of the different work you do with someone.
- Communications: Emails, letters, texts and mailing labels produced.
- Groups: A form of reporting creating lists of people who match criteria, and information about them.
- Reports: Anonymous number reporting, which can be presented using information you hold in your system (e.g. gender, location etc)

Reception	Reception level users can: <ul style="list-style-type: none">• look up which profiles (people and organisations) exist on the system and see the profile name and contact details, but not any personal information. They can see relationships, waiting lists and open and closed cases.• create work and referral records on the system (records and notes of the work they do) but can only see and edit records they have created themselves. They will not be able to see records created by another user. (Access is removed if the record is edited and saved by someone else.)
Data Entry	In addition to the access above, Data Entry operators can:

	<ul style="list-style-type: none"> • see personal details in the profile, but not edit or add them. • also create and view their own outcomes, evaluations and grants records.
Staff	<p>Staff level users can:</p> <ul style="list-style-type: none"> • view all profile information (unless the individual field is restricted to viewing by Manager/Admin level users only – see below). • view, add and edit all activity records, and delete all records. • use and create groups (see above), and number reports. • create communications.
Manager	<p>In addition to staff level access, Manager level users can:</p> <ul style="list-style-type: none"> • delete users and activity records
Admin	<p>Administrators can do all a Manager level user can do, and in addition can:</p> <ul style="list-style-type: none"> • alter the structure of your Lamplight System, add options to drop-down lists, and edit, change or add to any part of the system.
Project Administrator	<p>Project Administrators only exist where there are multiple projects in a system (see ‘Projects’ below.) In this case the System Administrator role is more limited, and the Project Administrator can change settings which affect all projects.</p>
Reporting	<p>Reporting is a different type of access. This gives access only to the number reporting aspect of the system. Users at this level can create number reports and break that down by different demographic information but can’t see any individual information.</p>

Manager / Admin profile restrictions

Any custom profile field or tab in Lamplight (normally fields which hold demographic or one-off information, and the different pages in which these are displayed in) can be restricted to people who have Manager or Administrators user level. Users below this level won’t be able to see these

fields or enter or edit information in them. If a tab (page) is restricted to this level, they won't be able to see the tab at all.

Projects – creating a firewall

Projects are multiple instances of Lamplight within a single system, and by default introduce a complete separation between each project. You can also introduce different levels of sharing between projects.

Three examples of where projects can be useful.

- A charity has three locations, all of which run a similar service, but which don't require access to each other's client information. By running three projects within a single system the area supervisor can report across or from within each project, but staff within each project will only see information related to their work and clients.
- A youth club also runs a sexual health clinic. Information about those who attend the clinic needs to be kept completely confidential from youth club staff, but the clinic may see basic contact information for those already attending the youth club. Using project sharing, the clinic can have access to contact information for all (or some) youth club members, but the youth club will have strictly no access to information from the clinic, or who attended.
- An organisation has individuals who give financial support. Some of these people may be staff, volunteers and users, and want this information to be held confidentially, with only two employees having access. They use two projects, sharing profile information but with all giving information restricted only to those with access to the giving project.

You can set up project sharing policies which automatically share profile information in certain ways, or you can choose to share profile information profile by profile, with the default always set to not share. If you want to share records of the activities you do with people, this will always need to be done record by record.

Projects have a cost implication within Lamplight, as you are operating multiple instances of Lamplight. You can find costing information on our website.

'My User' restrictions.

My user restrictions introduce a much stricter level of access limitations to Lamplight. Within Lamplight, database operators can be linked by a 'My User' relationship with any profile, whether people or organisations. By adding the My User restrictions to your system, a database operator of staff level and below will only be able to see information about those profiles with whom they have been specifically linked.

Anonymous Profiles

Finally, Lamplight gives you the ability to use anonymous profiles, rather than names. You can either enter your own code, or Lamplight will assign a system ID to the profile. You could pair this with Manager/Admin restricted custom name fields, to show the name only to users of a certain level. Using anonymous IDs, you will need to be cautious not to include identifying information in activity notes.