DTM & PARTNERS TOOLKIT

Do-No harm checklist: How can we Do No Harm when collecting, sharing and analysing data?

1. Recommended actions

- The DTM team conducts an initial overall Risk Assessment of the overall exercise and decides how to proceed according to findings. Such assessment will be repeated as needed when the situation changes, or new relevant information highlighting a risk or change of context becomes available. The risk assessment will ideally be carried out with support of Protection colleagues.

- In addition, DTM team, context experts, experts on translation, protection officers and security experts jointly **consider the impact of each question when designing DTM questionnaire**. Before including a question in the questionnaires, they will ensure that **question is safe and does not put anybody at risk of harm**. *They can use the Checklist on page 2 and in-depth guiding questions on page 3.*

- Designing questions that do no harm means considering potential risks for **all stakeholders** (enumerators, Key Informant, community, organization...) **at all stages of the process**, including Data Collection, Storage, Analysis, Dissemination and Use. It is crucial for DTM and Protection partners to consider the following, when designing data collection and analysis tools:

  ➤ The security/political context and power dynamics. Can asking certain questions put enumerator, key informant, community, or humanitarian access at rick? Can it create suspicions on the real motive for the data collection? Can it result in stigmatizing the interviewees or community? Can it put them at risk of retaliation, questioning or even punishment by armed groups marginalization by the rest of the community? Can it result in response programme being denied access to the community?

  ➤ The complexity or sensitivity of questions versus the ability to do quality control in the field. Enumerators are given a brief introductory training on Child Protection, Gender Based Violence and Protection, and are not trained to collect sensitive data usually collected in specialist assessments.

  ➤ The humanitarian imperative. DTM data collection often has a much wider geographic coverage within a country than partners who can respond. This means that questions will be asked in locations with response capacity and also in locations without response capacity. It is therefore important to assess the balance between the benefits/risks of asking each question in an area without response capacity vs the need for data from those non-covered areas to advocate for programmatic expansion/funding of response.

  ➤ Incident disclosure. DTM does not collect protection incident data, however reflect on whether the question could lead to a protection incident disclosure: Is there a referral mechanism in place? Should you ask for this information? Have the enumerators been trained on the Urgent Action Process? (see Urgent Action Process Guidelines for DTM in: https://displacement.iom.int/dtm-partners-toolkit/data-sharing-guidelines).

  ➤ Identify questions that require additional training for DTM enumerators, particularly with regards to sensitivity, terminology, or when it is important that enumerators know that they should not list the potential answer options.

- DTM data is shared with partners, either publicly or through data sharing agreements. It is therefore crucial to consider the consequences that the shared data may have for population, organizations and staff also as we design the data collection tools. For each question included in the questionnaire, we should assess benefits and risks, in the current and potential future context. Protection colleagues can provide valuable support in this exercise, and DTM will ideally work closely with them.

- During implementation, it is important that Enumerators feel able to inform DTM when they could not ask a question, without this leading to negative consequences for their job security. Feedback of such instances will trigger modification in the questionnaire and be reported back to partners who originally asked for that information. This will improve the quality and reliability of data.

- During and after data is collected, analysed and shared, DTM and partners should also observe the consequences (benefits, risks...) of data sharing. Such information will be used to revise the questionnaire and modality of data sharing, and, in some cases, it may trigger a new Risk Assessment of the whole exercise.

2. Checklist: Designing DTM questions so to DO NO HARM

*Guiding questions and actions to be used by DTM and Partners when designing a DTM exercise, so to assess risk and decide how to proceed. This checklist should be used in conjunction with **Interagency Sensitive data sharing guideline,** and the **Framework for Data Sharing in Practice**, both available in the DTM&Partners toolkit folder for Data sharing[1].*

1. Consider the **USE** of the dataset:
   - ✓ What humanitarian action will be taken based on this data?
   - ✓ What is the likely impact on the safety, dignity and wellbeing of the beneficiary if we collect and use this dataset?
   - ✓ What is the likely impact on the safety, dignity and wellbeing of the beneficiary if <u>we do not</u> collect and use this dataset?
   - ✓ How likely is it that the dataset will be used for the identified purpose?

2. Consider potentially harmful consequences of **collecting, storing, analysing and sharing** this dataset:
   - o **At time of collection**
   - o **In the future**

   - ✓ What (increased) danger or (higher) risk can this question expose these groups/people to, at various stages of the process?
   - ✓ How likely is this (increased) danger or (higher) risk?

*You can fill the table, indicating **IF and HOW** specific actors are put at (increased) risk by a question*

Who is put at increased risk?	Because of Data Collection	Because of Data Storage	Because of Data Analysis	Because of Data or Reports Sharing (currently)	Because of Data or Reports Sharing (in the future)
Enumerators					
Key Informants					
Displaced community					
Host Community					
Organization					
Others					

<p style="text-align:center; color:red;">DO NOT collect such data
if the planned use does not
justify the likely risk</p>

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[1] Guidelines: https://dtm.iom.int/dtm-partners-toolkit/data-sharing-guidelines and templates: https://dtm.iom.int/dtm-partners-toolkit/dtm-data-sharing-forms. For a Joint Benefits and Risk Assessment, see PIM-OCHA *Framework for Data Sharing in Practice*: http://pim.guide/wp-content/uploads/2018/05/Framework-for-Data-Sharing-in-Practice.pdf

3. Specific Guiding questions for each stage of the Data Process

Can Collecting the dataset do harm?

✓ How likely is it that asking this question puts enumerators, Key Informants, displaced population, host community, or others in (increased) danger/at (higher) risk? What are these risks/dangers?

✓ How likely is it that asking this question puts the organization and its capacity to carry out its activities in (increased) danger/at (higher) risk? What are these risks/dangers?

✓ Are there accessible and safe services to support community members if the question triggers the sharing of information on incidents of violence and abuse? Are the enumerators able to refer to these services?

Can Sharing the dataset do harm?

Consider potentially harmful consequence of **sharing** this dataset: Can these data **be analysed and then used** in a way that causes harm to/put at risk enumerators or key informants or communities, individuals in the communities (host community or displaced community), or the organization if...

✓ Shared publicly?

✓ Shared with specific stakeholders?

✓ Specific stakeholders access them, even without authorization[2]?

Consider the risks versus the use of these specific datasets.

✓ How severe can the impact be on communities and individuals we serve, if these data become known to such specific stakeholders?

✓ How likely is it that such specific stakeholders access these data?

✓ What measures can we realistically put in place to minimize this risk?

✓ How likely is it that such specific stakeholders access these data, even after we implement such measures?

> ### DO NOT collect such data
> #### if the planned use does not justify the likely risk

How can we make Sharing safer?

> ### If the planned use justifies the risk, share safely

• Identify and implement safeguards for protecting such datasets at collection, storing and sharing stages (both for digital and paper data and documents), including identifying different phrasing for questions,

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[2] We must assume that it is always possible that unauthorized access to such happens, as it has been the case for many humanitarian organizations. In some cases, it could be an unauthorized hack into the informatic system, in other cases, somebody at a checkpoint may go through enumerators' paper questionnaires or checks in the phones / tablets. In addition, most data leaks happen due to human error, when somebody sends the wrong attachment or includes the wrong email addresses in their email, or loses the filled questionnaire on the way to the office, or does not stores information under lock.

use proxy indicators, protecting access to digital files, lock safely paper files, destroying unnecessary files, aggregating datasets at a higher admin level.

- Sign <u>Data Access Forms</u>[3] with the specific partners who requests the data. Standard Operating Procedures detail <u>how sharing, storing and destruction of data will safely happen.</u>

- Remember that <u>human errors</u> are still the first cause of unintended data sharing:

  - ➢ Consider carefully who is the receiver of your email, who is part of your mailing list (do you know them all? Are they part of the organizations who you should share with? Have they left the country and now work elsewhere?). Before sharing with them, ensure they <u>need to receive the data</u> and they know how to safely handle the data.

  - ➢ Consider carefully **all the datasets in the table before uploading them on the web or sharing them**. Are all these datasets safe and needed in the public sphere or for the receiver? Is there any dataset that you had agreed should not be shared publicly nor sent to the receiver in your table? Check the "<u>Comments</u>" field and the "<u>Protection</u>" fields specifically. Is there any information there that may put enumerators or interviewee or community or even the organization at risk?

Can Analysing the data do harm?

- In designing your data collection tools, consider the phrasing of questions that will result in **datasets that in the past have been misunderstood, misinterpreted and even misused on purpose against the communities and individuals we serve**. For example, pay specific attention to obtaining data on the real reasons for displacement/movement of population. This information will impact their status and incorrect phrasing may exclude entire communities from their legal protection rights.

- Consider the impact on the population's access to their legal rights also **when you design the exercise** and **the specific questions,** as well as when **you present data on categories of population**. For example, providing separate figures on persons who returned voluntarily and persons who were forced to return may increase the impact of protection partners.   Distinguishing between persons returning from abroad and persons returning from internal displacement will help understand reasons and potential needs of returnees.   Differentiating between IDPs, persons fleeing persecution or generalized violence, persons moving for economic reasons, persons fleeing poverty will facilitate access to legal and humanitarian protection and a better understanding of the needs and resources of the population.

> Ask your Protection colleagues and Partners to help you find the most appropriate phrasing of questions and reply options as well as the most accurate categories of population to
>
> Promote Safe Use of DTM Data

Available Tools

- A Framework for Data Sharing in Practice: http://pim.guide/essential/a-framework-for-data-sharing-in-practice/
- Data Sharing Guidelines: https://dtm.iom.int/dtm-partners-toolkit/data-sharing-guidelines
- DTM Data Access Forms: https://dtm.iom.int/dtm-partners-toolkit/dtm-data-sharing-forms

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[3] See for templates: https://dtm.iom.int/dtm-partners-toolkit/dtm-data-sharing-forms