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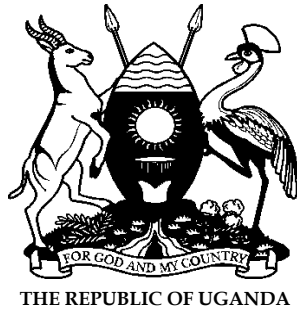
## *STANDARD OPERATING PROCEDURES (SOP) FOR THE NATIONAL GENDER BASED VIOLENCE DATABASE (NGBVD)*

*Ministry of Gender, Labour & Social Development*

April, 2015

**THE REPUBLIC OF UGANDA**

Standard Operating Procedures (SOP)
For The National Gender Based Violence Database
(NGBVD)

**Ministry of Gender, Labour & Social Development**

**Kampala, Uganda**

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# TABLE OF CONTENTS

## List of Acronyms

| | |
|---|---|
| Admin | Administrator |
| DCDO | District Community Development Officer |
| DVA | Domestic Violence Act |
| FGM | Female Genital Mutilation |
| GBV | Gender Based Violence |
| GoU | Government of Uganda |
| ICT | Information and Communication Technology |
| ID | Identity |
| IPV | Intimate Partner Violence |
| JLOS | Justice, Law and Order Sector |
| LC | Local Council |
| M&E | Monitoring and Evaluation |
| MGLSD | Ministry of Gender, Labour and Social Development |
| MIS | Management Information System |
| MoH | Ministry of Health |
| NDP | National Development Plan |
| NGBVD | National Gender Based Violence Database |
| OS | Operating System |
| PEP | Post Exposure Prophylaxis |
| SMS | Short Messaging Service |
| SOP | Standard Operating Procedures |
| UBOS | Uganda Bureau of Statistics |
| UDHS | Uganda Demographic and Health Survey |
| UGP | Uganda Gender Policy |
| UN | United Nations |
| UNFPA | United Nations Population Fund |
| WHO | World Health Organisation |
| XGA | Extended Graphics Array |

### Foreword

The National Gender Based Violence Database (NGBVD) is a Government of Uganda initiative that enables actors in Uganda who are responding to Gender Based Violence (GBV) to safely collect, store and generate analyzed reports in real time. The National Gender Based Violence Database (NGBVD) is a tool for Monitoring and Evaluating GBV interventions that involve compiling and monitoring reported GBV incidents.

The NGBVD is an E Government online Management Information System (MIS) accessed through http://ngbvd.mglsd.go.ug. The database is designed to collect, store and analyze GBV data in both humanitarian and non-humanitarian settings.

The purpose of the National Gender Based Violence Database (NGBVD) in the Social Development Sector is not just routine collection of GBV incident data but facilitate evidence based decision making. The underlying rationale for the National Gender Based Violence Database (NGBVD) effort is to encourage survivors /victims to report GBV incidents. The information from the National Gender Based Violence Database (NGBVD) is organized in such a way that GBV trends are generated across the country. Subsequent Gender Based Violence (GBV) planning in the country will be based on such information and strategies will be designed to redress any identified inequalities.

The prevention of and response to GBV is a collaborative, multi-functional, inter-agency and community based approach. The National Gender Based Violence Database (NGBVD) was developed based on this approach. For the successful operationalization of the database, Standard Operating Procedures (SOP) are needed. These Standard Operating Procedures (SOP) provide minimum standards, procedures and guidelines that guide various GBV prevention and response actors in GBV data collection and analysis.

**PIUS BIGIRIMANA**
Permanent Secretary,
Ministry of Gender, Labour and Social Development.

# 1. INTRODUCTION AND BACKGROUND

## 1.1 Introduction

Gender-based violence (GBV) refers to violence that occurs as a result of the normative role expectations associated with each gender, along with the unequal power relationships between men and women within the context of a specific society (Bloom, 2008). GBV is a result of an unequal balance of power between women and men; it cuts across cultures, ethnic groups, socioeconomic statuses, and religions. It is the most common type of violence that women experience worldwide, and it has serious consequences for women's mental and physical well-being, including their reproductive and sexual health(WHO, 1999). Gender-based violence was declared to be a violation of human rights by the United Nations General Assembly in 1993 in its declaration on the elimination of violence against women (United Nations, 1993). GBV continues to occur despite various efforts to stop it. It remains a complex problem that requires examination from many different perspectives.

GBV is widespread in Uganda as revealed by various studies. The number of women who experience gender based violence in comparison to men remains unacceptably high. In 2006, 68% of women reported violence compared to 20% of their male counterparts (UDHS 2006). The effects of GBV are enormous and lead to reduced economic productivity at all levels and increased risk of acquiring HIV and AIDS. The other effects include trauma and psychosocial problems, health and legal challenges.

GBV data compilation and reporting is done by different actors in different field settings in a country. Government of Uganda through the Ministry of Gender, Labor and Social development identified the need to ensure that there is regular compilation and reporting of non-identifying GBV incident data and this information needs to be disseminated to key actors, including the community and local authorities.

In order to monitor and evaluate GBV interventions in both humanitarian and non-humanitarian settings, the National Gender-Based Violence Database (NGBVD) was developed. The database is a Government of Uganda initiative that enable actors in the country who are responding to Gender Based Violence (GBV) to collect, store and analyze GBV incident data. The database is an online Management Information System (MIS) accessed through Http://ngbvd.mglsd.go.ug.

The implementation of the National Gender Based Violence Database is within the guiding policies on ICT and frameworks for Gender Equality and Women's Empowerment in Uganda. The Uganda Gender Policy (2007) and National GBV Policy place emphasis on collection of data for evidence based planning and Programme development.

## 1.2    Background

Gender-Based Violence (GBV) is a threatening, protection, health, and human rights issue that can have a devastating impact on women and children in particular, as well as families and communities.

Generally the prevalence of sexual violence is underreported almost everywhere in the world. This is an inevitable result of survivors' well-founded anxiety about the potentially harmful social, physical, psychological and/or legal consequences of disclosing their experience of sexual violence. In emergency situations, such a situation may be due to instability, insecurity, fear, dependence and loss of autonomy, breakdown of law and order, widespread disruption of community and family support systems. It even involves survivors often being asked to describe difficult and painful past or recent experiences, which may result in distress/psychological trauma of reliving the incident.

In some emergency settings, simply participating in sexual violence inquiries can have serious life-threatening implications, not only for the survivors themselves, but also for their families and community and those involved in collecting information.

The highly sensitive nature of sexual violence poses a unique set of challenges for any data gathering activity that touches on this issue. It is therefore important that standards and guidelines are provided to address some of these challenges but also minimize risks of facing them. A range of ethical and safety measures must be considered and addressed. Failure to do so can result into physical and psychological harm thereby affecting social well-being of those involved.

It is also essential to ensure that the process of collecting Gender Based Violence data is legitimate to avoid further harm to those who are part of the process. This includes not just the victims/survivors, their families and supporters, but also communities, organizations working with survivors, and those involved in gathering the information itself.

It is against this background that the Ministry of Gender, Labour and Social Development has developed the Standard Operating Procedures (SOPs) for collecting and processing data through the National Gender Based Violence database system. These standards provide minimum guidelines and codes of practice to offer guidance in matters relating to the ethics and safety of research and documentation that involves people (WHO, 2007). These standards are in line with existing internationally-agreed ethical guidelines for research and ICT use.

## 1.3    Purpose

The purpose of these Standard operating procedures for NGBVD is to provide minimum standards, procedures and guidelines that guide various GBV prevention and response actors in GBV data collection, analysis and usage. SOPs support the process of utilizing the NGBVD effectively and safely collect, store, analyze and share GBV incident data reported by GBV survivors.

## 1.4    Intended Users

The SOPs are intended for all actors in Gender Based Violence prevention and response at national and local levels. Specifically, the targeted users are Government Ministries, Departments and Agencies, Development Partners, Private Sector, Civil Society including CBOs and FBOs as well as District Local Governments.

## 1.5    Documentation, Data and the NGBVD

GBV Actors in Uganda use the Gender Based Violence Incident Report Form developed by the Ministry of Gender, Labour and Social Development for documenting information and collecting data about reported GBV incidents.  Documenting incidents on this form is for data collection purposes and is not intended as an interview guide. The form is also used as a tool for information sharing when making referrals for additional services – but only when specific incident details are needed (e.g., for health care, psychological support, or possibly legal/protection services), and only with permission of the survivor.

Filling the incident report form is done consistently by all who use this form. Consistent guidance and training has been provided to ensure that all fields are filled in the same way by all who complete this documentation.

Consistent data collection on reported GBV incidents also includes documenting the types of GBV incidents (on the GBV incident report form) using consistent case definitions.  The form in the Annex contains a sample list of case definitions and further discussion of considerations for choosing case definitions.

The National Gender Based Violence Database functions through the data collected from the Gender Based Violence Incident Report form. The Incident report Form is filled at the service provision points such as the Community Development Office, Police, GBV Shelter or any other actor. The filled Incident Report Forms from the police, GBV shelters and the community are then captured on the NGBVD by authorized users at the Community Development Office or Civil Society organizations.

The database analyzes automatically using inbuilt business intelligence to generate incident data reports. The incident data reports contain NO identifying information about specific reported incidents. The database generates reports over time and summary graphical information on number of incidents in total and by type of incident, percentage of incidents (by type of incident), Time of day (morning, afternoon, evening, night), general location (keeping in mind that if location is too specific, it may identify a survivor), survivor age, marital status, other demographic information, Perpetrator relationship to survivor, number of perpetrators, perpetrator age, other demographic information, services received, referrals made, actions pending, general outcomes, security issues, referral and coordination issues, and other factors. This information guides the continuous development of prevention and response actions that guide reporting, advocacy and planning.

## 2.    GUIDING PRINCIPLES

Guiding principles for GBV data collection through the National Gender Based Violence Database (NGBVD) are in line with the national GBV prevention and response frameworks. These principles include:

**a) Human Rights Based Approach**

This involves empowering people to know and claim their rights, increasing the ability and accountability of individuals and institutions that are responsible for promoting respecting, protecting and fulfilling rights. Duty bearers should be able to clearly identify Rights-holders and their entitlements, corresponding duty-bearers and their obligations. They should work towards strengthening the capacities of rights-holders to make their claims, and of duty-bearers to meet their obligations.

In cognizance of the fact that GBV is a serious human rights violation, the process of collecting information from GBV survivors/victims shall promote, protect and respect the rights of all women, men, girls and boys to live in a society free of GBV.

**b) Gender Equality**

GBV is a direct manifestation of gender inequality. It is a human rights violation and serves to perpetuate poverty and impede development. The process to obtain data from survivors/victims should be void of gender biases and any interventions or referrals should focus at addressing the underlying causes of GBV which emanate from unequal power relations between men and women, boys and girls.

**c) Confidentiality**

All processes to obtain and process information shall ensure confidentiality, privacy and respect of the survivors/victims. During the implementation process, all service providers and duty bearers shall ensure that information about survivors/victims shall only be divulged with their consent in order to ensure safety and security.

**d) Survivor Centered Approach**

Duty bearers should endeavor to create a supportive environment in which the victim's/survivor's rights are respected and treated with dignity. In addition the environment should be such that where any information is to be shared, it should remain confidential and should not be shared without the survivor's consent. This helps to promote the survivor's recovery and his/her ability to identify and express their needs and wishes, as well as to reinforce their capacity to make decisions about possible

interventions. It is also important to consider specific skills to handle victims/survivors with special needs (e.g. persons with disabilities).

### d) Timeliness of interventions

Interviewing should not delay or be a cause for denial of access to services. All duty bearers along the referral pathway are obliged to ensure timely access to services by the survivors/victims. Realization of justice requires timely medical examination/treatment, investigation, preservation of evidence and psychosocial support.

### e) Effective Participation

Community level involvement to address GBV is core to obtaining information about the survivor and GBV perpetrators. This process of collecting information should encourage positive cultural values and practices for addressing GBV. It should involve use of established and appropriate community structures to enhance community participation, support, prevention and response to GBV.

Male involvement and engagement in this regard should be promoted as a special measure to support implementation of data collection process.

### f) Multi - sectoral Approach

The process of collecting information about GBV incidences involves many actors since GBV occurs anywhere at any time. No single actor or agency can address GBV alone, thus a multi-sectoral approach is encouraged. GBV data collection promotes multi-sectoral collaborations among different actors to ensure that information is confidentially and effectively obtained so that efficient service delivery to survivors/victims is provided.

### g) Age sensitivity

Children form a significant proportion of victims/survivors of GBV. Since different age groups require different consideration in information gathering, interviewing process should take the age and development of the victim into consideration. The best interest of the child victims/survivors must be taken into consideration at all the time. Children shall be treated with respect, care and love, they shall be listened to and their views shall be valued in the presence of the parents or the caretaker.

**h) E-Government Approach**

E-Government is broadly defined as the use of ICT to promote a more efficient and effective government, facilitate accessibility to government services, allow greater public access to information, and make government more accountable to citizens. The National Gender Based Violence Database (NGBVD) is an e-government service for Uganda with an aim to answer indicators for access, penetration, utilization and usage of ICT facilities and services.

# 3  MINIMUM STANDARDS

## 3.1  Equipment and Human Resources

The National Gender Based Violence Database (NGBVD)is an online system that permits users from multiple workstations to be logged on at any given time. It requires users to have access to a computer system with internet. Any computer that interfaces with the NGBVD must meet the following minimum specifications:

a)  **Operating System**
   - Windows Vista or Windows 7 or 8.1 – 4Gig recommended, 2Gig minimum. Windows 2000/NT and Windows XP- Not Supported after April 2014
   - Apple Mac desktops OS X, Mac Books and Ipad IOS 5.0 and above

b)  **Processor**
   - Dual-Core processor and above is recommended

c)  **Monitor**
   - Screen Display  - 1024 x 768 (XGA)

d)  **Internet Connection**
   - Broadband

e)  **Internet Browser**
   - Firefox, Google Chrome recommended
   - Safari, Opera may also be used
   - Internet Explorer is supported but is not recommended

f)  **Additional Applications for optimum use**

There are additional requirements for the report creation functionality of the NGBVD. These include MS Office (MS Excel, Word Processor, etc) and Portable Document Format (pdf) readers.

Users should have basic knowledge of Computer Applications and be conversant with all basic terminologies as used in a) to f) above.

## 3.2  User responsibilities

Administrators, Users and direct service providers must ensure that the privacy of survivors/victims is protected and maintained. Users have the responsibility to:
   - Understand their agency and institution privacy policy, follow it and be able to explain it to GBV survivors/victims.
   - Know where to refer the GBV survivors/victims if they cannot provide a required service
   - Uphold the GBV survivors/Victim's privacy in the NGBVD

Agencies and institutions have the responsibility to:

- Review their requirements to determine what privacy standards must be met that exceed the minimum standards outlined in this SOP.
- Adopt and uphold a Privacy policy which meets or exceeds all minimum standards
- Ensure that all GBV survivors/victims are aware of the adopted Privacy policy.
- Designate at least one user that has been trained to technologically uphold the agency and institutions adopted privacy policy.

System administrators are responsible for:

- Adopting and upholding a privacy policy which meets or exceeds all minimum standards in GBV management.
- Training and monitoring all users' access on upholding database privacy.
- Monitoring agencies and institutions to ensure adherence to their adopted Privacy policies.
- Developing action and compliance plans for agencies that do not have adequate Privacy policies.
- Providing training to agencies and users on this Privacy Plan.

## 3.3    Data collection procedures

**Obtaining consent:**

- The victim/survivor should be given adequate information in order to give his/her informed consent. This information should include the options/services available from the different agencies and the implications of sharing information about the case with other actors/service providers.

- Children must be consulted and given all the information needed to make an informed decision, through the use of child-friendly techniques that encourage them to express themselves. Their ability to provide consent on the use of information they provide and the credibility of their information, will depend on their age, maturity and ability to express themselves freely and coherently. Where children cannot express themselves, parents or care takers should do so.

In cases of suspected domestic violence the interview should not be conducted in the presence of family members. Survivors should be referred to the appropriate duty bearer or service provider for further assistance.

The survivor should be referred to hospital/clinic for medical care.  All medical reports will be documented on the health card and Police Form 3A. Service providers after

receiving consent of survivor will advise police to complete the necessary information on the case in situations where the survivor chooses to pursue legal action.

The Incident Form should be filled out and the information should remain confidential and only be shared with the survivor's consent. The service provider will then refer the victim/survivor to other appropriate actors for follow up and further assistance.

## 3.4    NGBVD Management

The National Gender Based Violence database system seeks to ensure that GBV Incident data processed has the best possible representation of reality. The system relates to GBV survivors/victims, perpetrators, programs and services provided. Users should ensure that information in the system remains accurate and consistent in order to draw reasonable conclusions about the extent of Gender Based Violence (GBV) and the impact of GBV services.

The process of data quality will be monitored by the NGBVD Task Force at the Ministry. In ensuring quality and reliability of data, the Ministry shall consider a representative sample in accordance with the diversity of the agencies and programs who utilize the NGBVD. An accurate picture from the data produced shall consider communities where GBV incidences occur and agencies or programs providing GBV services within that location. Quality of data shall also consider completeness, timeliness, accuracy, and consistency. To ensure these:

- All agencies and programs with GBV prevention and response interventions across the country must complete the Gender Based Violence Incident Report Form which is accessible from the database.

- All agencies and programs participating in the NGBVD must complete all database Incident form field elements.

### 3.4.1    Timeliness

The National Gender Based violence Database (NGBVD) is available online for data entry all the time. Service providers can enter Incident data any time and access it on real time. All incident forms filled must be entered in the system as soon as possible to avoid delay in further interventions by other service providers.

### 3.4.2   Accuracy

Agencies and system users are required to monitor their own accuracy using some of the following guidelines:

- Check and confirm the completeness of the filled incident forms before entering it into the online system

- Ensure that the survivor/ victim understands why information is collected and what happens to the information

- Serialize each Incident Form before entering to minimize time wastage from double entry.

### 3.4.3   Training

Acknowledging that user and agency training is a major component to a data quality plan, the roles and responsibilities of training new users and agencies is outlined in this SOP.

- The Ministry of Gender, Labour and Social Development will provide training and support for agency administrators and end users.
- District Community Development Officers and Agency administrators will train and mentor data entrants from time to time to ensure the skills for data entry are mastered.
- The Ministry of Gender, Labour and Social Development will ensure adequate end user support and training is available.


### 3.4.4   Monitoring Data Quality

Monitoring Data Quality is a shared responsibility between the participating agency, the NGBVD Task Force and the Ministry of Gender, labour and Social Development. Each of the 5 elements of data quality (Completeness, Timeliness, Accuracy, Training and Consistency) is to be monitored.

### 3.5   Data and Database Security

All agencies and institutions must apply the security standards as provided in this Security Plan to all the systems where personal protected information is stored or accessed. Additionally, all security standards must be applied to all networked devices i.e institution's networks, desktops, laptops, mobile devises, mainframes and servers.

All agencies including the Ministry of Gender, Labour and Social Development, will be monitored by the Information Technology team at the Ministry annually to ensure compliance with the security policies. Agencies that do not adhere to the security plan

will be given a reasonable amount of time to address any concerns. Persistent violations of the security policies may result in immediate termination of an agency's access to the NGBVD as determined by the Ministry of Gender, Labour and Social Development.

### 3.5.1   User Authentication

An agency's Data Administrators and System Administrators must only allow access to users who have signed and agreed to the "User Policy, Responsibility Statement and Code of Ethics."  It is the responsibility of the Ministry of Gender, Labour and Social Development to immediately delete a user when the person leaves the Agency and Institution or no longer requires access to the NGBVD with a formal communication to the Permanent Secretary.

The NGBVD permits users to be logged onto the system from multiple workstations at any given time. User access and user access levels will be determined by the System Administrator in consultation with the Agency's data Administrator, there after shared with the Ministry for creation of User accounts for the agencies and Institutions.

**Roles and Obligations of system users**

For regular and effective communication and support, users must play certain roles and meet certain obligations. These include:

- All users must have an active email address. Publically available domain names are not appropriate (gmail.com, hotmail.com, yahoo.com, etc.) unless it is the agency's acceptable standard. System notifications are sent to all users quarterly and bounced-back emails are investigated to help ensure that all users are active at their agencies and Institutions.
- Also all users must have a mobile phone number. Regular feedback and technical support from the centre will be provided through SMS and telephone calls.
- Each user must have a unique user ID.  Each user's identity will be authenticated using a user password.
- Passwords are the individual's responsibility.

### 3.5.2   User IDs or Passwords

A temporary password will be automatically generated from the system when a new user is created.  Agency and Institution Data Administrators will communicate the system-generated password to the user.  The user will be asked to create a permanent password at initial log-in which is easier for them to remember but difficult for non-permitted users to forge or guess.

Password format is case-sensitive and must be between eight and sixteen characters long including at least two numbers and not be easily guessed. Any passwords written down must be securely stored and inaccessible to other persons. If a User unsuccessfully attempts to logon three times, the User ID will be "locked out", access permission revoked and the user will be unable to gain access until their password is reset.

Agency and Institution Data Administrators and System Administrators do not have permissions to reset a user's password. Users may submit a Help-Desk request to the System Administrator but new passwords will only be given to Agency and Institution Data Administrators through official Communication to the Ministry.

Users who do not access the system after 3 months risk having their user account deleted to make space for new users.

### 3.5.3   Logging on and off

Users must logoff from the NGBVD and their workstation when leaving. .  The NGBVD automatically logs users off after 30 minutes of inactivity. When workstations are not in use, a password protected screensaver should automatically turn on within 15 minutes of inactivity. Users on mobile devices or working in outreach locations in addition to system administrators are encouraged to decrease this time to 5 minutes.

Users should be trained on how to quickly lock their computer or devise if they need to step away. On windows workstations, this is achieved by typing the command "Windows Key + L." Different operating systems have different locking mechanisms.

If users are going to be away from the computer for an extended period of time they are encouraged to shut down the computer. Users should follow their Agency and Institution's computer "shut-down procedures" to ensure proper computer, network and virus updates.

### 3.5.4   Virus Protection

All workstations accessing the NGBVD directly and indirectly (through other networks) must install industry compliant licensed virus protection software. . Both Operating System updates and virus definitions must be set to be updated and applied automatically.   The virus protection software must also include anti-spyware functionality. Operating Systems must be supported by their vendors.

### 3.5.5 Firewalls

An Agency and Institution must protect the NGBVD and client data from malicious intrusion behind a secure and up-to-date firewall. Each individual workstation does not need its own firewall, as long as there is a firewall between that workstation and any systems, including the Internet and other computer networks, located outside of the organization. For example, a workstation that accesses the Internet through a modem, public Wi-Fi or cellular data network would need its own firewall. A workstation that accesses the Internet through a central server would not need a firewall as long as the server has a firewall. Firewalls are commonly included with all new operating systems.

### 3.5.6 Disposal

Agency and Institution policies should be established regarding appropriate locations for storage, transmission, use and disposal of NGBVD generated hardcopy or digital data.  Reasonable care should be taken, and media should be secured when left unattended.  Magnetic media such as hard discs, flash discs, memory cards, CDs etc containing NGBVD data which is released and/or disposed off from the participating organization and central server should first be processed to destroy any data residing on that media.

Printed versions (hardcopy) of confidential data should not be left unattended and open to avoid compromising safety and confidentiality measures.  They should be securely kept in lockable shelves. Media containing NGBVD client identified data may not be shared with any person or Agency and Institution other than the owner of the data for any reason not disclosed within the Agency and Institution's Privacy policy.

NGBVD information in hardcopy should be disposed off properly.  This may include shredding finely enough and burning to ensure that the information is unrecoverable.

### 3.5.7 System Monitoring

The NGBVD maintains a permanent audit trail that tracks user log-in attempts and modifications to client records. Each audit entry reflects the user that created the entry and the date and name of the user that made the most recent modification.

These user logs will be checked routinely according to best practices established by the Ministry. Possible mechanisms the Ministry may utilize are:

- Comparing the volume of search records accessed compared to the size of the Agency and Institution,
- Looking for multiple user logins from multiple locations,
- Client searches occurring without record adjustment,

- Users logging onto the system at strange times and looking at the frequency of user password reset and lockout.

### 3.5.8 Disaster Recovery

The Ministry is responsible for ensuring that it meets all regulated Disaster Protection and Recovery requirements. Currently the Ministry commits itself to the following:

- Nightly database tape backups.
- Offsite storage of tape backups
- 7 day backup history stored locally on instantly accessible Raid 10 storage
- 1 month backup history stored off site
- 24 x 7 accesses to emergency line to provide assistance related to "outages" or "downtime".
- 24 hours backed up locally on instantly-accessible disk storage

### 3.5.9 Electronic Data Transmission

The Ministry is responsible for ensuring that it meets all regulated Electronic Data Transmission requirements. Currently the Ministry commits itself to the following:

- 128-bit SSL encryption is used to encrypt client data as it travels "over the wire" from the Severs to the user's desktop.

### 3.5.10 Electronic Data Storage

The Ministry is responsible for ensuring that it meets all regulated Electronic Data Storage requirements. Currently the Ministry commits itself to the following:

- Data is stored in a binary format utilizing Postgre SQL data base application.

- Data is encrypted routinely to provide an additional level of security.

## 3.6 Data Sharing and Confidentiality

Users should recognize that obtaining information about Gender Based Violence requires individuals to probe, admit and discuss issues that are extremely sensitive, both culturally and socially. In particular, survivors are often asked to describe difficult and painful past or recent experiences, which may result in distress. GBV data collection follows the ethical and confidentiality standards for collecting personal information. Personal information should be collected with the knowledge and consent of survivor/victim.

The NGBVD stores and analyzes anonymous data. The information that is shared with permitted agencies is in form of summarized reports and does not disclose individual identity except under STRICT circumstances that are legally acceptable.

Survivors should be allowed the right to opt-out of having this information shared with other participating agencies. A survivor may allow information to remain in the NGBVD and not to be available to the other participating agencies using the NGBVD. In this case, the information that may be shared may include Generic GBV Incident type reports, demographic information reports.

Disclosure of information about the survivor may be allowed if, in the exercise of professional judgment users determine that the purpose of disclosure and sharing is compatible with the following uses:

- To provide or coordinate services to a GBV survivor / Victim
- To create anonymous information that can be used for research and statistical purposes.
- When required by law to the extent that use or disclosure complies with and is limited to the requirements of the law
- When we make a permitted disclosure about a survivor/victim of GBV, we will promptly inform the individual who is the survivor/victim that a disclosure has been or will be made

### 3.6.1 Complaints and Redress

Questions or complaints about the privacy, security policies and practices shall be addressed to the Ministry of Gender, Labour and Social Development. For purposes of privacy, security policies and practices, the NGBVD shall be managed centrally by MGLSD. Other questions or complaints pertaining the agency and institution should follow that agencies and institution's grievance handling procedure.

# 4    COORDINATION OF THE NGBVD

As the mandated government institution responsible for the overall coordination of implementation of GBV prevention and response activities, the Ministry of Gender, Labour and Social Development will have the overall oversight and coordination role over the NGBVD.

# 5    GLOSSARY OF TERMS

**Child:** means a person below/under the age of eighteen years.

**Coercion:** means forcing, attempting to force, another person to engage in behaviors against his/her will by using threats, verbal insistence, manipulation, deception, cultural expectations or economic power.

**Consent:** means when a person makes an informed choice or agrees freely and voluntarily to do something.

**Defilement:** means unlawful sexual act with a person below the age of 18 years.

**Detention with sexual intent:** means detaining a person is in any place or brothel for the purpose of having unlawful sexual intercourse.

**Duty bearer:** means states, institutions and individuals having specific obligations and responsibilities towards the community to respect and fulfill the rights of others.

**Rights Holder** means every individual either a man or woman or child of any race, ethic group or social condition. To some extent groups entitled to the rights as established by the international human rights instruments

**Economic abuse:** includes deprivation of all or any economic or financial resources to which the survivor/victim is entitled to under the law or custom, whether payable under an order of a court or otherwise or which the survivor/victim requires out of necessity.

**Female genital mutilation (FGM):** refers to all procedures involving partial or total removal of the external female genitalia for non-medical reasons

**Gender:** means social and cultural construct of roles, attributes, opportunities, privileges, status, access to, and control over resources and benefits between women and men, boys and girls in given society

**Perpetrator:** means a person who is alleged to commit an actual or threatened act of gender based violence.

**Physical abuse:** means any act or conduct which is of such a nature as to cause bodily pain, harm or danger to life, limb or health or which impairs the health or development of victim and includes assault, criminal intimidation and criminal offence.

**Psychological abuse:** means a pattern of degrading or humiliating conduct towards a survivor/victim, including but not limited to repeated insults, ridicule or name-calling; repeated threats to cause emotional pain; the repeated exhibition of possessiveness or jealousy which is such as to constitute a serious invasion of the victim's privacy, integrity or security;

**Sexual abuse:** includes any sexual contact that abuses, humiliates, degrades or otherwise violates the dignity of any person.

**Sexual harassment:** direct or indirect requests for sexual contact or any other form of sexual activity that contains use of language whether written or spoken of a sexual nature, uses visual material of a sexual nature or shows physical behavior of a sexual nature

**Shelter:** means a privately or publicly operated residential facility providing survivors/victims with temporary refuge, lodging, food and other services including counseling and medical assistance.

**Survivor/victim:** means a person who directly or indirectly suffers gender based violence

**User of SOP**: A user is defined as a person that has direct interaction with a GBV Survivors / Victims or their data. This could be any person at the agency and institution: a staff member, volunteer, etc.)

**Rape**—non-consensual penetration (however slight) of the vagina, anus or mouth with a penis or other body part. Also includes non-consensual penetration of the vagina or anus with an object. Examples can include but are not limited to: gang rape, marital rape, sodomy, forced oral sex. *This type of GBV does not include attempted rape since nopenetration has occurred.*

**Sexual Assault**—any form of non-consensual sexual contact that does not result in or include penetration. Examples can include but are not limited to: attempted rape, unwanted kissing, and unwanted stroking, unwanted touching of breasts, genitalia and buttocks, and female genital cutting / mutilation. *This type of GBV does not include rape since rapeinvolves penetration.*

**Physical Assault**—physical violence that is not sexual in nature. Examples can include but are not limited to: hitting, slapping, choking, cutting, shoving, burning, shooting or use of any weapons, acid attacks or any other act that results in physical pain,

discomfort or injury. *This type of GBV does not include female genital cutting / mutilation, or honor killing*.

**Forced Marriage** — the marriage of an individual against her or his will.

**Denial of Resources, Opportunities or Services** — denial of rightful access to economic resources/assets or livelihood opportunities, education, health or other social services. Examples can include but are not limited to: a widow prevented from receiving an inheritance, earnings taken by an intimate partner or family member, a woman prevented from using contraceptives, a girl prevented from attending school, etc.

**Psychological/Emotional Abuse** — infliction of mental or emotional pain or injury. Examples can include but are not limited to: threats of physical or sexual violence, intimidation, humiliation, forced isolation, stalking, verbal harassment, unwanted attention, remarks, gestures or written words of a sexual and/or menacing nature, destruction of cherished things, etc.

**Actor(s)** refers to individuals, groups, agencies, organizations, and institutions involved in preventing and responding to gender-based violence. Actors may be refugees/internally displaced persons, local populations, employees, or volunteers of UN agencies, NGOs, host government institutions, donors, and other members of the international community.

**An operating system (OS)** is system software that manages computer hardware and software resources and provides common services for computer programs. The operating system is an essential component of the system software in a computer system. Application programs usually require an operating system to function.

**A processor** is the logic circuitry that responds to and processes the basic instructions that drive a computer. The term processor has generally replaced the term central processing unit (CPU).

**A monitor** is display screen used to provide visual output from a computer, cable box, video camera, VCR or other video generating device.

**Internet** access connects individual computer terminals, computers, mobile devices, and computer networks to the Internet, enabling users to access Internet services, such as email and the World Wide Web.

**An internet browser** is the program that you use to access the internet and view web pages on your computer.

## 6.    ANNEXES:

## 6.1    GBV Incident Recorder Form



THE REPUBLIC OF UGANDA

**MINISTRY OF GENDER LABOUR AND SOCIAL DEVELOPMENT**

**Gender Based Violence Incident Report Form**

Instructions:

* This form must be filled out by a service provider (case manager, health practitioner or social worker). An additional page may be added, if needed, for useful narrative information.

* Before beginning the interview, please be sure to remind your client that all information given will be kept confidential. Explain the purpose of collecting this information and explain that s/he may choose not to answer any of the questions being asked.

| Section I:    General information | | |
|---|---|---|
| Case Number*:<br><br>___/__/__/__<br>GBV/00/00/0000 | District:    _____<br>Sub County/Division:_____<br>Parish/Ward:_____<br>Village/Cell: _____ | Date of Interview:<br>_____<br>Time:_____(24hr) |
| Previous Incident Numbers for this Client (if any):<br>  _____/____/_____  ;  _____/____/_____  ;  _____/____/_____  ;  _____/____/_____ | | |
| Was this client referred to you from somewhere or by someone else?  ☐  Yes     ☐  No | | |
| If Yes, from which service provider or by who? | | |

| Survivor Information | | | |
|---|---|---|---|
| Names *: | Age*: | Date of Birth: | Sex*: ☐ Male<br>Female ☐ |
| Physical Address/Location: | Tribe/Ethnic group: | Nationality: | Occupation: |
| No. of Children: | Ages: | Head of family (self Or name, relationship to survivor): | |

| Religion: | Education: | Marital Status: |
|---|---|---|

| If survivor is a child, name of Caregiver: | Relationship: |
|---|---|

| Is the survivor disabled? | |
|---|---|

## The Incident

| Location*: | Date*: | Time of day: |
|---|---|---|

Description of the incident (summarise circumstances, what exactly occurred)*:

Type of the Incident:

☐ Rape (includes gang rape, marital rape)

☐ Sexual Assault (includes attempted rape and all sexual violence/abuse without penetration)

☐ Physical Assault (includes hitting, slapping, kicking, shoving, etc. that are not sexual in nature)

☐ Forced Marriage (includes early marriage)

☐ Denial of Resources, opportunities & services

Psychological Abuse

Female Genital Cutting / Mutilation

☐ Other GBV (specify)_____

☐ Incident reported by: ☐ Survivor

                     ☐ Other (specify):

Was the client referred to the recipient? :

☐ No

☐ Yes

If Yes, by who?

## Perpetrator Information

| Names*: | No. of perpetrator(s): | Age (estimate): | Yr. of Birth: | Sex*: ☐ Male  Female ☐ |
|---|---|---|---|---|
| Physical Address/Location: | Tribe/Ethnic group: | Nationality: | Occupation: | Education: |
| Relationship to victim*: | Marital Status: | | Religion: | |

If perpetrator unknown, describe him/her  (height, age, complexion e.t.c):

|  |  |  |
| --- | --- | --- |
|  |  |  |

Current location of perpetrator, if known:_____

Is perpetrator a continuing threat:  ☐ Yes  ☐ No

## Witnesses (if any)

Describe presence of any witness (including children):

Names and addresses:

## Action Taken – any action already taken as of the date this form is completed

| Reported to*: | Date Reported*: | Action Taken/Not taken (why)*: |
| --- | --- | --- |
| Police: |  |  |
| Legal service centre: |  |  |
| Livelihoods Program: |  |  |
| Local Council Officials (LC's): |  |  |
| GBV Safe Shelter |  |  |
| Health Care: |  |  |
| Other Care (Specify): |  |  |

## Referral Monitoring

| Referred to*: | Date referred*: | Not referred (why)*: |
| --- | --- | --- |
| Police: |  |  |
| Legal service centre |  |  |
| Livelihoods Program |  |  |

| Local Council Officials (LC's): | | |
|---|---|---|
| Safe shelter | | |
| Health Centre | | |
| Other care (Specify) | | |

| **More Action Taken and Planned Action – as of the date this form is completed** |
|---|
| Physical security needs assessment and immediate safety plan: |
| Has the victim/survivor received any kind of counseling-if yes, by who*? <br><br> ☐ No <br><br> ☐ Yes, by _____ |

| Is victim/survivor going to report the incident to police? | ☐ | ☐ |
|---|---|---|
| Is she/he seeking action by elders' tribunal/traditional court? | ☐ | ☐ |

| What follow-up will be done by the GBV service provider/social worker? | | |
|---|---|---|
| Form completed by (names)*: | Designation*: | Signature (and Stamp), Place name |

# 6.2  Privacy Policy Statement for NGBVD

1.  The Ministry of Gender, Labour and Social Development maintains the NGBVD to enhance public access to information about its initiatives in fulfillment of its mandate. Our goal is to keep this information timely and accurate. If errors are brought to our attention, we will try to correct them. However, the Ministry accepts no responsibility or liability whatsoever with regard to the information in the database. This information may be:

    - not necessarily comprehensive, complete, accurate or up to date;

    - sometimes linked to external sites over which the system has no control and for which it assumes no responsibility. Since we do not control them, we encourage you to review their privacy policies.

2.  It is our goal to minimise disruption caused by technical errors. However some data or information on in the system may have been created or structured in files or formats that are not error-free and we cannot guarantee that our service will not be interrupted or otherwise affected by such problems. The Ministry accepts no responsibility with regard to such problems incurred as a result of using this site or any linked external sites.

3.  When developing the database caution was taken to avoid further harm to those who are part of the process of data collection. This includes not just the victims and survivors and their families and supporters, but also communities, organizations working with survivors, and those involved in gathering data itself.

4.  The NGBVD does not collect any identifiable information, such as names or addresses.  The system attempts to anonymize individual-level information that is stored within the database. Data files and documents related to the NGBVD are always password-protected, and hard copy files shall be stored in locked metal cabinets.   Only authorized individuals should have access to these materials and passwords.

5.  Data gathering organizations shall ensure that all data is safe and secure and will implement appropriate procedures to maintain confidentiality of the data.  The Administrative rights and password for these agencies have been provided under strict conditions.

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