

Healthwatch Camden Information governance policy

1. Introduction

Information is a vital asset. We maintain information on staff, volunteers, service users and stakeholders. We use information to ensure the efficient management of services and resources. It plays a key part in the management of the organisation and is used in the planning and development of services and activities and resources, as well as performance management. It is important that information is efficiently managed and that appropriate policies, procedures, management accountability and structures provide a robust governance framework for information management.

Healthwatch Camden recognises the need to respect confidentiality in the management and use of information of its staff, volunteers, service users and stakeholders. Healthwatch Camden fully supports the principles of information governance and recognises the role it plays in the security arrangements to safeguard personal and sensitive information.

2. Purpose of the policy

This Information Governance (IG) policy provides an overview of Healthwatch Camden's approach to information governance; a guide to the procedures in use and details about the IG management structures within the organisation. This policy should be read in conjunction with our Privacy Policy.

3. Healthwatch Camden's approach to Information Governance

Healthwatch Camden undertakes to implement information governance effectively and will ensure the following:

- Information will be protected against unauthorised access
- Confidentiality of information will be assured
- Integrity of information will be maintained
- Information will be supported by the highest quality data
- Regulatory and legislative requirements will be met
- Information governance training guidance will be given to all personnel
- as appropriate to their role (Personnel applies to staff, volunteers, trainees, secondees and relevant contractors)

- All breaches of confidentiality and information security, actual or suspected, will be reported and investigated.

4. Themes underpinning this IG policy

There are four key themes underpinning this IG policy:

- **Openness**
- **Legal compliance**
- **Information security**
- **Quality assurance**

Openness

- Healthwatch Camden will seek individuals' permission before using any images or personal information in any marketing and publicity materials
- Individuals will be provided with information on what data is held on them, how it will be used, stored and disposed of (see Privacy Policy)
- We will have clear procedures and arrangements for dealing with complaints
- Non-compliance with information governance procedures may lead to disciplinary action
- Individuals will be made aware that they have a right to make a subject access request.

Legal compliance

- Healthwatch Camden regards all identifiable personal information relating to individuals as confidential
- Healthwatch Camden will implement and maintain policies to ensure compliance with the Data Protection Act, GDPR and Human Rights Act
- Healthwatch Camden will implement and maintain policies and procedures for the controlled and appropriate sharing of personal information with other agencies, in particular in relation to the safeguarding of vulnerable adults and children.

Information security

- Healthwatch Camden will implement and maintain policies and procedures for the effective and secure management of its information assets and resources
- Healthwatch Camden will undertake annual assessments of its information and IT security arrangements
- Healthwatch Camden will promote effective confidentiality, data and record management and security practice to its personnel, through policies, procedures and training
- Healthwatch Camden will implement and maintain incident reporting procedures and will monitor and investigate all reported instances of actual or potential breaches of confidentiality and information.

Information quality assurance

- Healthwatch Camden will establish and maintain policies and procedures for information quality assurance and the effective management of records and data

- Healthwatch Camden will undertake annual assessments of its information quality and records management arrangements
- Wherever possible, information quality will be assured at the point of collection
- Data standards will be set through clear and consistent definition of data items, in accordance with national standards (see Information Asset Register)
- Healthwatch Camden will promote and maintain information quality and effective records management through policies, procedures and training.

5. Responsibilities and accountabilities

The designated lead for Information Governance is Frances Hasler, Director. All personnel are responsible for ensuring that they are aware of and comply with the requirements of this policy.

Approval

This policy has been approved by the Board of Trustees and will be reviewed on a regular basis.

Date: 22 May 2018

Date of review: