

Information Governance and Data Protection Policy

This policy applies to all data sharing activities within the Voyage Care group including Voyage Specialist Healthcare and Focused Healthcare

Document information			
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1 Introduction

Information Governance gives assurance to all Voyage Care stakeholders including the people we support, their families and our staff that personal information is dealt with legally, securely, efficiently in order to deliver the best possible care.

Voyage Care recognises that it is important to ensure that the information is effectively managed and that appropriate policies, procedures, management accountability and structure provide a robust governance framework for data protection and comply with all data protection regulations.

This document is applicable to all company confidential data and data we hold on behalf of the people we support and Voyage Care staff.

2 Aim of the Policy

The aim of this policy and the procedures connected to this policy is to provide Voyage Care staff with the guidelines necessary to comply with the General Data Protection Regulations (also referred to in this policy as “GDPR”) requirements.

3 Responsibilities and governance

The Voyage Care Holdco Limited Board of Directors and the Chief Executive Officer (CEO) have ultimate accountability and responsibility for the safety of all staff and the people that we support, which includes compliance with GDPR. This responsibility is delegated through organisational structures and accountability frameworks in order to ensure staff providing direct or delegated care and support are provided with the appropriate tools and training to undertake their duties.

Legal Director, Company Secretary and Data Protection Officer is accountable for this policy and when requested, for providing assurance reports, identifying its effectiveness to the quality, safety and risk committee. The company board may request assurance from the Legal Director that appropriate structures are in place and that staff are provided with appropriate training and resources to undertake their duties.

The Executive Committee of Directors of the Company and the Managing Directors are accountable for promoting awareness of the policy and ensuring when required, suitable staff training and review of competence in relation to all matters associated with this policy.

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The Quality, Safety and Risk Committee are a sub group to the Board of Directors and are responsible for requesting and receiving assurance reports relating to GDPR, when required, regarding the application and effectiveness of this policy and related procedures and procedural documents.

Registered/Service Managers/Branch/Clinical Managers/Operations Managers are responsible for ensuring this policy is implemented and complied with across their services. This includes:

- Compliance with training and record keeping;
- Ensuring all staff practice within their sphere of responsibility and attend training on this policy where appropriate;
- Ensuring that this policy is fully implemented, and all required documentation is completed;
- Ensuring all requirements of this policy are monitored through audit, where appropriate;
- Taking action with individual staff where necessary when the policy is not adhered to.

Staff (includes bank and agency), all staff including members of staff who work at Group Support offices and volunteers have an on-going responsibility to identify their own training needs in conjunction with their co-ordinator / line manager / supervisor, job description and service. This must be acknowledged within the appraisal system.

4 Scope

This policy (and the procedures connected to this policy) applies to Voyage Care’s compliance with the General Data Protection Regulations and other data protection legislation (see section 5), and other matters relating to data protection and privacy. This policy covers all areas of Information Governance within Voyage Care including (but not limited to):

- Clinical information assurance;
- Confidentiality and data protection;
- Governance of the flow of personal data and confidential information across Voyage Care;
- Information security;
- Data Protection training;
- Records and storage management;
- Structured record systems – paper and electronic;
- Processing and manipulation of data – manual and automated;
- Transmission of information – fax, e-mail, post and telephone; and
- Privacy and Consent.

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This policy covers all information systems purchased, developed and managed by or on behalf of Voyage Care.

All aspects of this policy (and the procedures connected to this policy) apply to all sites operated by Voyage Care and to the extent that is possible all supported living premises wherein we provide support, as well as all those having access to information, such as staff, agency workers, volunteers and any third parties such as contractors, students, locums, and visitors.

This policy also refers to more specific policies on certain topics.

5 Data Protection aims and principles

Voyage Care will ensure that information is effectively managed on the following principles:

- 1.) Hold information securely and confidentially;
- 2.) Obtain information fairly and efficiently;
- 3.) Record information accurately and reliably;
- 4.) Use information effectively and ethically; and
- 5.) Share information appropriately and lawfully.

Voyage Care fully supports the principles of corporate governance and recognises its public responsibility, but equally places importance on the confidentiality of, and the security arrangements to safeguard, both personal information about the people we support or staff, and its commercially sensitive information.

Voyage Care is committed to the following GDPR principles in managing its approach to data protection:

- By recognising the need for an appropriate balance between openness and confidentiality in management and use of information;
- Information will be defined and where appropriate kept confidential, underpinning the principles of Caldicott Guardianship (as defined under the NHS framework) and the regulations outlined in the General Data Protection Regulations 2018;
- The people we support will have access to information relating to their own healthcare, options for care and support, and their rights (and responsibilities) as individuals. There will be clear procedures and arrangements for handling queries from the people we support, families, commissioners and the public;

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- We regard all identifiable personal information relating to the people we support and staff as confidential;
- Compliance with the legal and regulatory framework will be achieved, monitored and maintained;
- Awareness and understanding of all staff, about their responsibilities, will be routinely assessed and appropriate training and awareness provided.

Voyage Care will issue appropriate policies, procedures and guidance and will maintain policies for the controlled and appropriate sharing of information with other organisations and agencies in order to comply with the GDPR. Compliance with Voyage Care GDPR policies are also included in Voyage Care's own internal quality audits.

6 Legislation

Voyage Care will comply with the following and other legislation as appropriate:

- The Data Protection Act 2018 and the General Data Protection Regulations (2018);
- The Copyright, Designs and Patents Act (1988);
- The Computer Misuse Act (1990);
- The Health and Safety at Work Act (1974);
- Human Rights Act (1998);
- Regulation of Investigatory Powers Act (2000);
- Health and Social Care Act (2012);
- The Care Act (2014)
- Social Work Scotland Act 1968 (which was reinforced by the Social Care (self-directed support) (Scotland) Act 2013); and
- The Social Services and Well-being (Wales) Act 2014

And all subsequent amendments.

7 Related procedures and documents

This overriding policy also relates to the following more detailed procedures on information governance including:

- Data sharing Policy and Procedure;
- Records management Procedure;

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- Subject Access Request Procedure;
- Security Incident Policy and Procedure;
- Consent Policy and Procedure;
- Privacy Notice (on the Voyage Care website) and Procedure; and
- Data Protection Impact Assessment Policy and Procedure.

8 Training

GDPR training is mandatory for all staff, and there is a GDPR training module on Aspire that must be completed. Specialist GDPR training will be provided to teams as required, across the company.

9 Document review and revision

The Company undertakes to review all documented policies and procedures every two years.

The Company will additionally review all documentation:

- Where investigations into complaints and incidents indicate a change is required;
- Where customer feedback informs of change;
- For improvements to the service as a result of employee suggestions;
- Changes arising from safeguarding or equality and diversity issues;
- As a result of changes in legislation or recommendations from the NHS or recognised clinical bodies.

All policy and procedure documents will display both release and review dates.

Responsibility for ensuring review rests with the Legal Director (Company Secretary + Data Protection Officer).

10 Document Control

Date	Version	Section	Revision details	Revised by
8 th July 2019	0.1	All	First draft	Legal Team
16 th July 2019	1.0	All	Issue	Legal Team

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