

# Information Governance Policy

## Summary statement

Information is a vital asset; it helps us to manage our services effectively and to support our customers, clients and colleagues. It is of paramount importance that information is managed efficiently and that we have the appropriate structures, processes and accountability necessary to provide a robust framework for information management.

This policy recognises that all individuals have a right to confidentiality and an expectation that their information is held securely and with integrity. The policy complies with legal and regulatory requirements for data protection, confidentiality and information security.

In accordance with our values, we meet the expectations of our customers, clients and colleagues through clear policy standards that define our approach to:

- Protecting information against unauthorised access, loss or destruction and providing effective security in our offices and other buildings;
- Assuring the confidentiality of personal and sensitive information by making sure all our staff are bound to uphold confidentiality;
- Looking after all the information we collect, store, process and handle;
- Publicising our approach to the collection, processing and sharing of personal information and ensuring that our application forms, tenure agreements and website explain our approach;
- Meeting data protection standards for marketing activities and conducting surveys;
- Being accountable for information processed by other organisations on our behalf and ensuring they comply with data protection principles;
- Supporting information with the highest quality data that is accurate, valid, reliable, timely, relevant and complete;
- Giving customers, clients and colleagues the right to access personal information that we hold and the right to correct, rectify, block or erase information that is inaccurate or out of date;
- Stating clearly how, when and why we need to share information with third parties and obtaining consent before we do so, unless the information is necessary for safeguarding purposes or to comply with the law. Where possible setting up information sharing protocols and regularly reviewing consent given to us;
- Including information governance and data security training in our induction training and providing annual refresher training. Ensuring that everyone who handles personal information follows good data protection practice in line with this policy and procedures;
- Reporting and investigating all breaches of confidentiality and information security, whether actual or suspected;
- Ensuring all CCTV surveillance equipment provided by us complies with the Data Protection Act 1998, current regulation and best practice;
- When working with public authorities that are subject to Freedom of Information Act provisions, assisting and co-operating with them to comply with their obligations. Although we are not subject to these provisions, as a matter of principle and part of our commitment to openness, providing information about our work unless there are good reasons not to. Responding to requests for information within 20 working days.

The full Information Governance Policy can be obtained by contacting [policy@homegroup.org.uk](mailto:policy@homegroup.org.uk) or telephoning 0345 141 4663.