**Information management and communication**

Health and care organisations hold a wide range of diverse information about service users.

**TASK:** What kinds of information might be held?

Information

**General Data Protection Regulation (GDPR)**

The GDPR is a piece of European legislation that sets out clear guidelines on the use, storing and processing of personal data of citizens within the European Union (EU).

The Data Protection Act (2018) is the UK’s implementation of this legislation. Both the GDPR and Data Protection Act came into force in the UK on 25 May 2018.

**VIDEO TASK:** Watching the two videos below, write what the GDPR is in your own words.

<https://youtu.be/6fITStJ-4Es> (03:25 - Top 5 things to consider for your GDPR preparation)

<https://youtu.be/6IRE3CjqS0M> (3:01 - CNBC International – Why everyone is freaking out over four letters)

**Think Higher:** How do you think this legislation might affect health and social care?

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The legislation covers information stored electronically on computers, mobile phones and social media sites, along with paper-based personal information. It is against the law to have photographs of service users without their permission.

The rules do not apply to:

* The processing of personal data of deceased people;
* The processing of data by an individual for purely personal reasons or for activities carried out in your own home, providing that there is not a connection to a professional or business activity.

The Data Protection Act (2018) and GDPR (2018) have 7 key principles:

Data must…

Be collected and used honestly and fairly

Be used only for the reasons for which it has been given

Be limited to what is necessary for the purpose – no ‘spare’ data

Be accurate and up to date

Not be kept for longer than is necessary

Be kept safe and secure

Be maintained by a ‘controller’, who is responsible and accountable for complying with this legislation

**TASK:** Complete the following paragraphs with regards to the collection, storage and use of data.

Recording and storage of data

The Act covers the policies, procedures and systems for:

* Storing information – confidential information should be stored in \_\_\_\_\_\_\_\_\_\_\_\_\_ filing cabinets in \_\_\_\_\_\_\_\_\_\_\_ rooms. Information held \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ should be protected by a secure password.
* Accessing information – members of staff who are allowed access to this information should be clearly \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Staff should \_\_\_\_\_\_\_\_\_\_\_\_\_\_ have access to personal information that they do not need to know. Where information is stored electronically, only the relevant staff should have personal access passwords.
* Sharing information – information should only be shared with other professionals who have a \_\_\_\_\_\_\_\_\_\_ and a \_\_\_\_\_\_\_\_\_\_ to know it.

Legal and workplace requirements

* The principles and requirements of the legislation and the requirement for confidentiality are within the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of all health and social care settings. They are also embedded in the \_\_\_\_\_\_\_\_\_\_ of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of the professional bodies that \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ health and care staff, such as the General Medical Council (GMC), Nursing and Midwifery Council (NMC) and the Health and Care Professions Council (HCPC).
* All employees and volunteers in organisations have a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to ensure that the confidentiality of service users’ information is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. They also have a duty to actively promote respect for confidentiality throughout the setting. If they spot \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in the procedures, they should feel confident to suggest improvements in the systems and arrangements. This is necessary to ensure the safety and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of service users and to respect their right to the confidentiality of personal information.

Confidentiality, safeguarding and legal disclosure

* All personal records must be kept safely and securely and used only for the purpose that they are intended for. They must not be available to people who do not have a \_\_\_\_\_\_\_\_\_\_\_\_ professional need to know the details.
* If a child or a vulnerable adult \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to any member of staff or volunteer that they are at personal \_\_\_\_\_\_\_\_\_\_ or that they are the subject of \_\_\_\_\_\_\_\_\_\_\_\_\_\_, the setting’s \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ policies should be followed.
* In this situation, you will need to explain to the service user that their disclosure will be shared with a \_\_\_\_\_\_\_\_\_\_\_\_\_ member of staff who will support them. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ at the setting will then take over responsibility for dealing with the concerns.