

S – scheduled date, routine update.

U- Unscheduled date, changes in operation, guidance, legislation, practices etc.

Sig- Signature of person who updated policy

Review Date		Changes, Actions, Updates	By who (sig)
S	U		
5/14		New policy document	Gwhite (GW)
5/15	S		
5/18	U	Change in legislation and GDPR regs	Gwhite (GW)

<u>Contents</u>	Page No.
Policy Statement.....	1
Data Protection Procedure.....	2

1.0 Data Protection Policy Statement

- 1.1 Air Med Transport Limited believes that all records required for the protection of service users, clients, staff, personnel for the effective and efficient running of the organisation should be collected, maintained and kept according to the **Data Protection Act 1998, 2003 and 2018 General Data Protection Regulations**.
- 1.2 The organisation adheres fully to **Outcome 21: Records** of the **Essential Standards of Quality and Safety and Regulation 20** of the **Health and Social Act 2008 (Regulated Activities) Regulations 2010** which relates to records kept securely and can be located promptly when required.
- 1.3 The organisation is registered under the **Data Protection Act 1998, 2003 and 2018 General Data Protection Regulations** and all storage and processing of personal data held in manual records and on computers in the organisation will comply with the Act and Regulations.
- 1.4 The organisation understands that, according to the **Data Protection Act 1998, 2003 and 2018 General Data Protection Regulations** personal data should:
- (a) be obtained fairly and lawfully (see attached GDPR consent form)
 - (b) be held for specified and lawful purposes.
 - (c) be processed in accordance with the person's rights.
 - (d) be adequate, relevant and not excessive in relation to that purpose.
 - (e) be kept accurate and up to date.
 - (f) not be kept for longer than is necessary for its given purpose.
 - (g) be subject to appropriate safeguards against unauthorised use, loss or damage.
 - (h) be transferred outside the European Economic Area only if the recipient country has adequate data protection.

1.5 Under the **Data Protection Act 1998**, the organisation will have a nominated data user/data controller. The data user/data controller for this organisation is the Registered Manager.

2.0 Data Protection Procedure

2.1 The Service Manager along with the Clinical Governance Officer is responsible for keeping records of all our clients, service requests, service users, policies, procedures, complaints, incidents, risk assessments, staffing, equipment and maintenance. These are clear, concise records which are handled confidentially in accordance with Data Protection Act 1998, 2003 and 2018 GDPR, restricted access and secured under lock and key.

2.2 People that use our services are guaranteed that their personal records are accurate, fit for purpose, held securely and will remain confidential. All other records required to be kept are well maintained and safe. Refer to our **Controlled Documents Record (CR16)**.

2.3 The nominated Data Protection Controller, registered with the Data Protection Commission is the Registered Manager.

2.4 Service request contracts and records such as **SRAF(CR2)** that contain service users details are kept for 30 years under lock and key as this forms part of the company accounting information (all personal details are removed only a cross referenced job number is used).

2.5 All staff personnel information is kept in a secured electronic file only accessible by authorised personnel, mainly the Managing Director who is the registered manager.

2.6 All policies and procedures are reviewed periodically or as and when there are any changes in business operation or statute. They are all dated, including the last date they were reviewed, next review date, person who carried out the review, changes that were updated and retention period. Refer to **Controlled Documents Records(CR16)**.

2.7 Any requests for information must be carried out in accordance of the **Freedom of Information Act 2000 and Data Protection Act 1998, 2003 and 2018 GDPR**.

2.8 In such instances the Service Manager will send out (within **7 days**) a **Request for Information Form (CR17-RFI)** which must be completed and assessed by the Service Manager and the company's legal team. A response must be provided within **7 days** of receiving the completed **CR17-RFI**.

2.9 All controlled documentation are shredded and disposed of as confidential waste by a certified contractor. **Refer to Authorised Contractors and Suppliers List(CR15)**.

2.10 Staff are forbidden to discuss any particulars pertaining to our service users and clients with anyone that is not involved in their immediate care.

- 2.11 All new staff must be trained on this data protection protection policy and on confidentiality as part of their induction process.
 - 2.12 Existing staff will be offered training to National Training Organisation standards covering basic information about confidentiality, data protection and access to records.
 - 2.13 Training in the correct method for entering information in service users' records and for obtaining service requests is given to all support staff.
 - 2.14 All staff that need to use the computer system are trained in its use.
-

Data Protection Act 2018 General Data Protection Regulations 2018 Consent Form

Air Med Transport is required to collect personal information from our service users and clients as a part of our routine operation and are therefore registered with the Data Protection Commission to do so.

The information collected by way of service request forms, contracts are ONLY used for the sole purpose OF OPERATING OUR SERVICES and is not shared or passed on to any third person or organisation. This information is securely kept in accordance with the Data Protection Act 1998, 2003 and 2018 General Data Protection Regulations.

The nature of our services requires Air Med Transport Ltd. to contact our clients using the details we hold and therefore having regards to the General Data Protection Regulations 2018 we are required to obtain written consent. Please complete the short Consent Record Form to inform us on how you would like to be contacted and what we can contact you about.

Name & Email:						
Do you wish Air Med Transport Ltd. to communicate?					Y	N
How would you like to be communicated with?	Post	Facebook	Text	Call	Email	
What would you like to be contacted about? (please delete as applicable)						
• Services					Y	N
• Trainings					Y	N
• Employment opportunities					Y	N
• Events					Y	N
• Contracts					Y	N
• General information					Y	N
<p>I consent to the following communications with Air Med Transport Ltd. as stated in the requisition.</p> <p>Date:</p> <p>Please save this document in a PDF and return to admn@airmedtransport.co.uk</p>						