



Information Governance

Policy Summary Statement

Information is a vital asset; it helps us to manage our services effectively and to support our customers 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 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 Identifiable Data and Special Category Data by making sure all our staff are fully trained and know how to uphold confidentiality
- Looking after all the information we collect, store, process and handle
- Keeping data for no longer than is necessary and destroying it securely, keeping a record of date and method of deletion
- Publicising our approach to the collection, processing and sharing of personal identifiable data and special category data 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 and colleagues the right to access the Personal Identifiable Data and Special Category Data that we hold about them and the right to correct or erase information that is inaccurate or out of date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 where appropriate, unless the information is necessary for safeguarding purposes, to comply with the law or required by

- Home Group to fulfil its contractual obligations. 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 Identifiable Data or Special Category Data 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 UK GDPR and the Data Protection Act 2018
 - 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
 - Although we do not take steps to make internal data anonymous, we will do so when sharing personal and sensitive data outside the

Full Information Governance policy can be obtained by contacting the Policy Team on 0345 141 4663 or by emailing policy@homegroup.org.uk.

Further information on the data we store about you, what it's used for and who it's shared with can be found on our full [Privacy Notice](#)

If you have any queries about this statement or how we process your personal information, please contact our Data Protection Officer: DPO@Homegroup.org.uk