



Data Protection Policy

Servisource has in place a range of systems, checks and balances to ensure that the highest standards of service are maintained in terms of information governance. For over 10 years the organisation has been audited externally and retained its ISO certification in terms of office and information systems.

We recognise that as a service provider to the health service an increased level of responsibility and accountability exists in terms of information management. In order to bring coherency, transparency and assurance to information initiatives in health and social care settings, an information governance framework is employed. The framework is broadly covered under the following six areas:

Systems Management. This refers to having an appropriate management structure in place to support an information governance framework for our organisation. Our CEO Declan Murphy has a direct responsibility for the management of information in the organisation and our quality assurance manager, Paula McGrath is fully trained in this regard.

Confidentiality and data protection assurance. This element is driven by the requirements of the Data Protection Acts 1988 and 2003, 2018, and GDPR Legislation, which require that the processing of personal information should be carried out confidentially in health and social care settings. Our service-users are made aware of their choices with regard to the sharing of their information and their access to their information held in this regard.

Information security assurance. We confirm that the systems are in place that ensure that all information is held confidentially and securely, can be relied upon in use, and is available to authorised persons when and where needed. It is concerned not only with technical methods for securing information but also deals with physical security measures both in relation to electronic records and paper records.

Clinical information assurance. As an organisation we monitor the accuracy of records so that healthcare professionals can be confident that care decisions are based on reliable, high-quality information. This work area is also concerned with procedures being in place to ensure the availability of records when and where they are required

Secondary use of information assurance. We manage and have procedures in place governing the appropriate use of information collected for secondary purposes such as research and clinical audit, while protecting the rights of the patient concerned.

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Freedom of information assurance. We comply fully with the requirements of the Freedom of Information Acts 1997 and 2003. There are measures in place to comply with the timescales for responding to an information request. It also includes an appropriate records management policy and the identification of staff members who are accountable for FOI in each organisation. Samantha Myles is the appropriate contact within the Servisource Healthcare organisation.

In summary the deployment of these policies allows us as an organisation to ensure that personal information is handled legally, securely, efficiently and effectively in order to deliver the best possible care.

We confirm that Servisource Healthcare has put in place processes and procedures for its corporate information that support the efficient location and retrieval of corporate records where and when needed, in particular, to meet requests for information and ensure compliance with corporate governance standards.

The company is registered as a Data Controller and Data Processor for the purposes of complying with the relevant legislation.