



Age UK East London

Provision of Processing and Rights Information Procedure

Version 1	March 2019
Agreed by SMT	March 2019
Review date	March 2020

1. Introduction

- 1.1 The *Provision of Processing and Rights Information* Procedure is a GDPR requirement.

2. Purpose

- 2.1 The purpose of this document is to set out a clear procedure for staff to follow to ensure that we comply fully with our duty to respect of providing information on our processing of personal data and the rights of data subjects.
- 2.2 This procedure is required under Assertion 1.3.4 of the NHS Data Security & Protection Toolkit.

3. Scope

- 3.1 This policy covers all our activities in that involve the processing of personal data.

4. Procedures

- 4.1 As an organisation, we undertake numerous activities and many of these involve the processing of personal data, nearly always with the consent of the clients. We list below a set of scenarios with details of how we expect our staff to provide information to data subjects about our processing activities and their rights in connection with those activities.
- 4.2 Our leaflets provide basic information and signpost enquiries to us via the website, by phone and at our office address.

Ref.	Scenario	Staff Procedures
1	Variable/Non specific	Our transparency information includes the display of our privacy notice on our website.
2	Variable/Non specific	<ul style="list-style-type: none">We display posters in public areas where clients and potential clients can also ask for further information.Enquirers can be directed to view the website, be handed a leaflet or receive a one-to-one explanation from a member of staff.
3	Staff records	<ul style="list-style-type: none">All staff receive training in information governance and are made aware of the rights of data subjects under UK data protection legislation.Staff also receive specific notices from payroll/human resources e.g. on payslips and via email, relating to the records held for these purposes.
4	Enquiries from members of the public	<ul style="list-style-type: none">Visitors to the website can request further information via a link and the Information Governance Lead will send an appropriate reply.Telephoned enquiries can also be directed to the IG Lead.

Ref.	Scenario	Staff Procedures
5	Data Subject Access Requests	<ul style="list-style-type: none"> This specific right is fully covered under its own policy and procedure. In complying with requests, full details of the specific processing enquired about, and the rights enjoyed by the requesters are provided.
6	Home and Care Service	<p>This umbrella heading includes a package of Care Quality Commission (CQC) commissioned services including: Home Support, Domestic Support, Shopping, Royal London Hub, Carers' Relief Service, Last Years of Life Service (Tower Hamlets), Podiatry Service (outsourced) and Take Home and Settle.</p> <p>Support workers including volunteers with various skill sets provide these services. Where information is collected from clients in order to make appointments and carry out support tasks, this is discussed with the clients. Leaflets are also available and in some cases forms are completed that contain relevant personal information.</p>
7	Information and Advice Service	Advice is offered to older people, their families and carer's. This includes financial and benefits advice. Forms bearing relevant information are commonly completed and leaflets are available to users.
8	Friends at Home Service	Limited to the information required to make appointments. Leaflets are available to hand to clients.
9	Advocacy Service	This service supports and enables people who have difficulty representing their interests, to exercise their rights, express their views, explore and make informed choices. Information recorded. Leaflets are available.
10	Digital Inclusion	A drop-in service offering training and advice. This is largely informal and no personal information is collected.
11	Employability Project	This service provides computer and job search advice and support to its users. Leaflets are available.
12	Lunch Club at Caxton Hall	A drop-in service requiring no data collection.
13	Havering Safe at Home Service	Funded by the London Borough of Havering, this service aims to 'harden' homes against intrusion. It also provides a sanctuary service, handypersons and minor adaptations to properties. Leaflets are available.
14	Tower Hamlets Handyman Service	Promoting independence, this service is funded by the London Borough of Tower Hamlets. Leaflets are available.

5. Approval

This policy has been approved by the undersigned and will be reviewed as specified below.

Name	Jane Caldwell
Signature	
Job title / role	Caldicott Guardian
Approval date	25/03/2019
Review due date	31/03/2020