

# Confidentiality and Security of Service User Information

Caroline Hitchcock  
DCC Adult & Community Services

# Information Security

Aim: to remind people about their legal responsibility to protect the confidentiality and security of service user information and ways they can achieve this

# Information Security

Is your confidential information held securely?

- Secure access to computer information by individual I.D. and password
- Physical security of premises, doors and windows locked
- Restricted access; smart card, key fob, reception sign in/out
- Paper records securely locked away
- Removable media (laptops, discs, memory sticks) held securely/locked away

# Information Security

Do you dispose of your confidential information securely?

- Shred manual/print out information
- Correct disposal of electronic information/hard drives on computers

# Information Security

---

Is your information only held as long as necessary?

- Adult case file record retention 3 years from date of closure

# Information Security

Do your staff transport service user information securely?

- Electronic media such as laptops or memory sticks should be encrypted
- Manual information such as timesheets are particularly vulnerable
- Additional security risks such as loss or theft
- Follow good practice guidelines for key code security
- Never leave unattended in public areas or service user homes (could be forgotten)
- Keep locked away/in car boot
- Carry papers/files securely in lockable cases/bags

# Information Security

Do your staff follow correct procedures for transferring/sharing personal information?

- Transfer information securely by fax, email and post
- Share information securely by phone to prevent unauthorised disclosure

## Are staff aware and do they follow correct procedures?

- Training: staff personal responsibility for confidentiality and information security of service user information
- Sign a confidentiality agreement
- Responsibility to report all security incident breaches of confidentiality
- Check list for leavers (staff ID badges, uniforms, service user information)

# Information Security

---

Thank you for listening

Any Questions