
Record Management Policy

1. Introduction

1.1. This Record Management Policy is **NetFM UK's** (hereafter referred to as "us", "we", or "our") policy regarding the safekeeping of all records from their creation to disposal.

2. Purpose

2.1. This policy will ensure that both service user & staff records are properly created, accessible and available for use and that they are disposed of in a secure and timely fashion. It provides staff with guidance regarding individual responsibility for accuracy and appropriate storage of records.

2.2. This Record Management Policy covers:

1. Our record keeping procedure from creation to disposal;
2. Transparency procedures;
3. Our disposal procedures.

3. Record keeping procedures – creation and use of records

3.1. When we create records, we use standardised structures and layouts for the contents of records.

3.2. All records are kept in accessible but protected locations. The security procedures around access to records are detailed in the Data Security Policy.

3.3. Throughout the lifespan of the record we:

1. Ensure documentation reflects the continuum of care and is viewable in chronological order;
2. Provide staff with guidance and training on the creation and use of records and their legal responsibilities to share and safeguard personal confidential information;
3. Monitor access to the record. The procedures which detail our auditing and monitoring process are detailed in our Data Security Policy.

3.4. At any point in the lifespan of the record, the data subject has the right to request access to their data.

3.5. At any point in the lifespan of the record, the data subject has the right to request that their record is corrected.

3.6. At any point in the lifespan of the record, the data subject has the right to request the erasure of their record.

3.7. Records are only retained while they are necessary for the purposes for which they were originally collected. We will ensure that all records are retained and destroyed in-line with our data destruction policy.

3.8. At least annually we will audit our record keeping procedures to ensure that they are adequate and continue to keep our records to the highest standards.

4. Transparency procedures

4.1. Our privacy policy outlines to people why we hold their data, the lawful basis for doing so, and their rights in terms of how we process their data.

4.2. Our privacy policy is freely available to all individuals whose data we process and is part of our commitment to transparency and accountability. It satisfies the individual's right to be informed under GDPR.

4.3. This privacy policy is available on our website at netfm.org

4.4. All service users, or their legal representative if necessary, will be informed of their rights regarding their personal data when they sign initial contracts.

4.5. The privacy policy will be reviewed and updated at least annually.

5. Disposal procedures

5.1. At the end of their lifespan, the records will go through an appraisal process. This process will determine if there is a continuing legal basis for keeping the record.

5.2. In the instance that records are destroyed, our process is set out in our data destruction policy.