

## Information Governance

### LMC Services Yorkshire CIC Policy

The aim of LMC Services Yorkshire CIC is to provide benefits to Local Medical Committees and their constituents, General Medical Practitioners and General Medical Practice Teams.

#### 1. Introduction

Information is a vital asset in terms of the efficient management of services and resources within LMC Services Yorkshire CIC (the CIC). It plays a key part in internal governance, service planning and performance management. It is therefore of paramount importance that information is efficiently managed, and that appropriate policies, procedures, management accountability and structures provide a robust governance framework for information management.

#### 2. Purpose of the policy

This Information Governance policy provides an overview of the CIC's:

- approach to information governance
- a guide to the procedures in use
- details about the information management structures within the CIC

#### 3. The CIC's approach to Information Governance

The CIC undertakes to implement information governance effectively and will ensure the following:

- Information will be protected against unauthorised access
- Confidentiality of information will be assured
- Integrity of information will be maintained
- Information will be supported by the highest quality data
- Regulatory and legislative requirements will be met
- Business continuity plans will be produced, maintained and tested
- All breaches of confidentiality and information security, actual or suspected, will be reported and investigated

#### 4. Procedures in use by the CIC

This Information Governance policy is underpinned by the following procedures:

- Records management procedure that sets out how information will be created, used, stored and disposed of
- Access control procedure that sets out procedures for the management of access to computer-based information systems
- Information handling procedure that sets out procedures around the transfer of confidential information

- Incident management procedure that sets out the procedures for managing and reporting information incidents
- Business continuity plan that sets out the procedures in the event of a security failure or disaster affecting computer systems

5. Guidance provided within the CIC

Compliance with the procedures is supported by the following:

- Contracts of individuals who provide services to the CIC include clauses setting out their individual responsibilities and obligations in relation to their duty of confidentiality and compliance with UK GDPR. Furthermore, they are given training on the principles of UK GDPR and information governance in relation to their role and to us.
- Records management: guidelines on good record keeping
- Access control: guidelines on the appropriate use of computer systems
- Information handling: guidelines on the secure use of information
- Using mobile computing devices: guidelines on maintaining confidentiality and security when working with portable or removable computer equipment
- Information incidents: guidelines on identifying and reporting information incidents.

6. Responsibilities and accountabilities

The designated Information Governance lead for CIC is the Acting Chief Executive

The [Directors of the CIC](#) are responsible for ensuring that sufficient resources are provided to support the effective implementation of IG in order to ensure compliance with the law and where relevant, any professional codes of conduct.

- The key responsibilities are:
  - Developing and implementing IG procedures and processes for the CIC
  - Raising awareness, providing advice and guidelines about IG and ensuring that any training made available is taken up
  - Ensuring that information is kept secure and that all data flows, internal and external are periodically reviewed
  - Monitoring information handling by individuals who provide services to the CIC to ensure compliance with law, guidance and local procedures
  - Ensuring individuals who provide services to or receive services from the CIC are appropriately informed about the CIC's information handling activities

All individuals, Directors, Contractors are responsible for ensuring that they are aware of and comply with the requirements of this policy and the procedures and guidelines produced to support it.

7. Approval

This policy is supported by the Board of LMC Services Yorkshire CIC and will be reviewed annually

<b>Date</b>	<b>Author</b>	<b>Document History</b>
October 2021	CIC Directors	Agreed at CIC Board 29.11.21
Feb 2022	As above	Copyright updated
March 2024	As above	Copyright updated