

The following are the six Caldicott Principles and must be adhered to by everyone at all times: -

**1. Justify the purpose of using confidential information.**

Every time you are asked for personal information or have to pass information to another member of staff from within or without Lewisham Council, be sure that the reasons for the request are clear. If this is a regular request, make sure that the appropriate information sharing protocol is used as Lewisham's Caldicott Guardian may need to be aware of and review the requests.

**2. Don't use personally identifiable information unless absolutely necessary.**

Ask yourself if the client's name, address or other personal details are absolutely necessary. It may be an identifier number could be used instead.

**3. Only use the minimum amount of information.**

If personally identifiable information (eg a client's name) is absolutely necessary, consider each piece of information separately. It may be an address is not essential, or a telephone number. Try to make sure only enough information is given for the specific request.

**4. Information is shared on a 'need to know' basis**

Who really needs to know the personal information? Only those who really need to know the information should be given it, or allowed to see it. This might mean introducing controls around who can see information and how much access can be given.

**5. Everyone should be aware of their responsibilities**

You must be sure that everyone in your team who handles personal information knows about these principles. We all have a duty to make sure we share these principles with our colleagues and keep each other up to date. Check your induction procedures and make sure temp staff know our standards too.

**6. Understand and comply with the law**

We must all make sure our transfer of information and how we deal with personal information complies with the law. The Data Protection Act 1998 gives clear rules on how any processing of information needs to be carried out.

## Caldicott Principles - Do's and Don'ts:

### 1. Do:

- protect any recorded information about an individual – this includes e-mails, diaries and notebooks.
- make sure your clients know their rights under the Data Protection Act 1998 and the procedure the Council uses if they have any complaints or comments.
- log out of your computer when you are not using it – even if it is only for a few minutes; and change your password regularly.
- be aware of confidentiality issues over sending or receiving faxes and emails - where possible, avoid using them in sensitive situations.
- ensure that you save electronically held information or files on the secure part of Lewisham's network. If you are in doubt, ask someone to help you. Devices like 'memory sticks' shouldn't be used for storing personal data (unless it is password-protected, for example).

### 2. Don't:

- think that comments you make are for your eyes only; clients have the right to see information kept about them on request.
- leave information unattended on your desk.
- share passwords.
- discuss cases or individual clients openly; always make sure clients remain anonymous in meetings or discussions.
- leave files or information in your car when working from home; make sure information can be accessed only by you.

**NB: THE ABOVE MUST BE ADHERED TO BY ALL STAFF IN THE CHILDREN SOCIAL CARE DIVISION.**

## The Data Protection Act 1998

The Act provides a framework to ensure that personal information is handled properly and that individuals have a right of access to information held about themselves.

The 8 principles of the Act are to ensure that personal information is:

- *Fairly and lawfully processed.*
- *Processed for limited purposes.*
- *Adequate, relevant and not excessive.*
- *Accurate and up to date.*
- *Not kept for longer than is necessary.*
- *Processed in line with your rights.*
- *Secure.*
- *Not transferred to other countries without adequate protection.*

### Subject Access Requests

Individuals have a right to request in writing, a copy of or access in person to any personal information held about them by the Council. As the individual is the subject of the personal information, this type of request is called a Subject Access Request.

Individuals also have the following access rights under the Act:

- The right to correct, block, remove and/or have destroyed personal data that is either inaccurate or contains expressions of opinion that is incorrect or misleading;
- The right to request that personal data is not processed if it leads to unwarranted damage or distress;
- The right to prevent unsolicited mail;
- The right to prevent automated decision-taking (ie where a decision is made based on your personal data by solely a machine or computer).

### What to do if you receive a Subject Access Request

**If you receive a request for information from a member of the public or their legal representative please contact the Corporate Information Governance Team immediately by email at: [Dpa@lewisham.gov.uk](mailto:Dpa@lewisham.gov.uk) or by phone on ext 49928.**

All requests need to be logged in the corporate database system. Requests are allocated a reference number and then processed via directorate representatives. Once a request has been logged, you might be involved in providing some or all of the requested information if you or your team is the relevant information holder. **You must not respond directly to the original requester.**

Please contact your directorate representative or the Corporate Information Governance Team if you have any questions or concerns about providing the information. We can advise you on the appropriate content and format of the

information to consider.

**It is a criminal offence for anyone to alter, block, erase or destroy any information that has been requested.**

### **Directorate Information Access Representatives**

#### **Children and Young People**

**Dionne Grant, [CYP.Casework@lewisham.gov.uk](mailto:CYP.Casework@lewisham.gov.uk) ext 47435**

#### **Community Services**

**Mark Watson, [communityservices.casework@lewisham.gov.uk](mailto:communityservices.casework@lewisham.gov.uk) ext 48974**

#### **Customer Services**

**James Ringwood, [CustomerServices.Casework@lewisham.gov.uk](mailto:CustomerServices.Casework@lewisham.gov.uk) ext 48090**

#### **Regeneration**

**Laura Gregory, [CaseworkRegen@lewisham.gov.uk](mailto:CaseworkRegen@lewisham.gov.uk) ext 46185**

#### **Resources**

**Pauline Tuitt, [resources.casework@lewisham.gov.uk](mailto:resources.casework@lewisham.gov.uk) ext 47807**

**Corporate Information Governance Team, [Dpa@lewisham.gov.uk](mailto:Dpa@lewisham.gov.uk) ext 49982**

### **Further information**

The Corporate Information Governance Team can assist you with any queries you have about information requests. Members of the public can contact us or submit requests to us at the following contact details:

**Phone:** 0208 3149928

**Fax:** 0208 3144329

**Email:** [data.protection@lewisham.gov.uk](mailto:data.protection@lewisham.gov.uk)

**Post:** Corporate Information Governance Team

Main Room, 2nd Floor, Town Hall

Catford

London

SE6 4RU

**Website:**

<http://www.lewisham.gov.uk/CouncilAndDemocracy/DataProtectionAndFreedomOfInformation>

For questions about this page contact the Corporate Information Governance Team on x49928.