

**Healthwatch Shropshire Information Asset Register**  
**Data Controller: Healthwatch Shropshire Accountable Officer: Brian Rapson**  
**Data Protection Officer: David Voysey**

Asset Number	Asset Title	Asset Description	Purpose	Location/ system or place of storage	Lead Officer	Data Processor if applicable	Protective Marking	Protection Rating	Vital record	Other Security Measures if applicable	Personal Data	Lawful Basis for Processing Personal Data (Article 6)	Special Category Personal Data	Lawful Basis for Processing Special Category Data (Article 9)	Data Subject Categories	Personal Data Categories	Retention	Retention Notes	In public domain	Intended or Likely Recipients	Notes
1	Public Experience (Pre April 2017)	Anonymised record of comments received by HWS	To inform local service provision and commissioning and to feed into the national HWE system	HWS Server	BR	-----	Yes	3	Yes	Server access restricted to HWS staff. File access restricted with password protection. HWS server backed up every 2 weeks. Additional file copy held on HWS server.	None	-----	-----	-----	Caller / Participant	Insight/feedback	Permanently		No	HWE. Those responsible for the commissioning, providing, managing or scrutinising of services.	
2	Public Experience (Post April 2017)	Anonymised record of comments received by HWS	To inform local service provision and commissioning and to feed into the national HWE system	HWS CRM system	BR	-----	No	3	Yes	System access restricted to HWS staff with password protection. System backed up regularly	None	-----	-----	-----	Caller / Participant	Insight/feedback	Permanently		No	HWE. Those responsible for the commissioning, providing, managing or scrutinising of services.	
3	Enter & View Reports	Final record of Enter & View visit	To inform the community of the findings of the E & V visit	Website	LC	-----	No	3	No	Backup copy stored on HWS server	None	-----	-----	-----	-----	-----	Permanently		Yes	Public	
4	Enter & View Visit planning meeting records and visit notes	Record of volunteers and their notes taken during the visit.	To provide contemporaneous records in case of a query or challenge to reason for the visit or findings in the report	HWS Office	LC	-----	?	3	No	File storage in locked cabinet with access restricted to HWS staff.	PI	Section 1 e	-----	-----	Volunteer	Name	7 Years		No	None	
5	Signposting requests	Notes of signposting requests	To provide request & contact details for people requiring information signposting.	HWS Office	BR	-----	No	5	No	Notes kept in individual staff locked draws.	CPI	Section 1 (b)	Health	Section 2 (a)	Caller / Participant	Enquiries	For time taken to supply information required	Notes shredded, emails deleted	No	None	
6	Signposting Database	Anonymised record of signposting requests and information given	To provide an overview of requests and record of total requests.	HWS Server	BR	-----	No	1	No	Server access restricted to HWS staff. HWS server backed up every 2 weeks.	None	-----	-----	-----	-----	-----	Permanently		No	None	
7	HWS Research & HWS funded research Reports	Reports based on surveys carried out by HWS and local partners	To provide insight into local health and social care issues and services.	Website	J R-S	Research partner	No	2	No		None	-----	-----	-----	-----	-----	Permanently		Yes	Public	
8	HWS Research & HWS funded research Original responses	Original Data from questionnaires	To provide insight into local health and social care issues and services.	Research partner	J R-S	Research partner	Yes	3	No		CPI	Section 1 (a)	Health	Section 2 (a)	Participant		12 months		No	Partner & HWS Staff	
9	IHCAS contacts	Details of people who have contacted the service.	To enable the IHCAS service to maintain a record of contacts .....	HWS Server	LC	-----	No	5	Yes	Server restricted to HWS Staff IHCAS files restricted to ICHAS staff plus HWS Chief Officer	CPI	Section 1 (b)	Health	Section 2 (a)	Caller / Participant	?	12 months unless contact becomes a client		No	None	All callers. Needs Protective marking
10	IHCAS clients	Details of contacts who take up the service.	Maintain a record of key dates to ensure providers are working to statutory obligations.	HWS Server	LC	-----	No	5	Yes	Server restricted to HWS Staff IHCAS files restricted to ICHAS staff plus HWS Chief Officer	CPI	Section 1 (b)	-----	-----	Caller / Participant		seven years from end of IHCAS service contract		No	None	All clients. Needs Protective marking
11	ICHAS client log	Details of all ICHAS staff contacts with clients	To provide a contemporaneous record of all contact between clients, advocates and managers	HWS Server	LC	-----	No	5	Yes	Password protected, access limited to ICHAS manager & advocates	CPI	Section 1 (b)	Health	Section 2 (a)	Caller / Participant		seven years from end of IHCAS service contract		No	None	Client log. Needs Protective marking

12	IHCAS correspondence	Copies of all correspondence relating to IHCAS enquiries and cases	To enable staff to track client's complaints and responses from service providers	HWS server & paper copies	LC	-----	No	5	Yes	Server restricted to HWS Staff IHCAS files restricted to ICHAS staff plus HWS Chief Officer	CPI	Section 1 (b)	Health	Section 2 (a)	Caller / Participant		seven years from end of IHCAS service contract	No	None	Individual case files and SHP request files. Needs Protective marking
13	IHCAS Anonymised form of the record kept permanently				LC	-----	No	3	No		None	-----	-----	-----	-----		Permanently	No	None	Does not currently exist, contract has not been in place long enough.
14	IHCAS Demographic summary	Summary of Equality, diversity & geographic information.	To meet ICHAS reporting requirements	HWS server	LC	-----	No	5	No	Psydonomised. Password protected, access limited to IHCAS manager	CPI	Section 1 (b)	Health	Section 2 (a)	Caller / Participant			No	Service commissioner	Equality & Diversity spreadsheet. Needs Protective marking
15	Board Member records	Details of current Board Members	To meet legal requirements for appointing board members	HWS Server & Paper Copies	J R-S	-----	No	5	Yes	Server access restricted to HWS staff. File access restricted to Chief Officer & 1 other staff member. HWS server backed up every 2 weeks. Paper copies in locked filing cabinet, access restricted to Chief Officer and Secretary to the Board	PI	Section 1 (b)	-----	-----	Board Member	Recruitment information	As detailed in accompanying retention schedule.	No	None	
16	Employee records	Details of current and ex-employees.	To enable the employment of staff	HWS Server & Paper Copies	J R-S	RCC & Shropshire Council	No	5	Yes	Server access restricted to HWS staff. File access restricted to Chief Officer & 1 other staff member. HWS server backed up every 2 weeks. Paper copies in locked filing cabinet, access restricted to Chief Officer and Secretary to the Board	CPI	Section 1 (b)	Health / Ethnicity	Section 2 (b)	Employee	Employment Data	As detailed in accompanying retention schedule.	No	None	
17	Recruitment Records	Recruitment and selection material of unsuccessful candidates.	To enable recruitment queries to be answered.	HWS Server & Paper Copies	SD	-----	No	3	No	Server access restricted to HWS staff. File access restricted to Chief Officer & 1 other staff member. HWS server backed up every 2 weeks. Paper copies in locked filing cabinet, access restricted to Chief Officer and Secretary to the Board	CPI	Section 1 (b)	Health / Ethnicity	Section 2 (b)	Participant	Employment Data	6 Months	No	None	
18	Staff & Board Member contact details	Contact detail list including emergency contact details for staff	To facilitate communication	HWS Server	SD	-----	No	2	No	Server access restricted to HWS staff. HWS server backed up every 2 weeks.	PI	Section 1 (b)	-----	-----	Employee / Board member	Full Contact details, name, address, email address & telephone number.	Duration of employment / Board membership	No	Staff	
19	Associate Members	List of individuals and organisations that have joined HWS as associate members	To record the members of the organisation	HWS Server & Paper Copy	SD	-----	No / No	4	Yes	Server access restricted to HWS staff. File access password protected. HWS server backed up every 2 weeks. Paper copy in locked filing cabinet	CPI	Section 1 (b)	Ethnicity / Health	Section 2 (a)	Member	Full Contact details, name, address, email address & telephone number. Equalities & Diversity information for individuals	20 Years	No	None	
20	Volunteer Records	Contact & training details of current and ex-volunteers.	To run and administer the volunteering activities of HWS	HWS Server.	SD	-----	No	4	Yes	Server access restricted to HWS staff. File access restricted to Chief Officer, Volunteer Officer and Enter & View Officer. HWS server backed up every 2 weeks.	PI	Section 1 (b)	-----	-----	Volunteer	Contact details (Name & email address) / Training record	While active and for 1 year after resignation.	No	None	
21	Volunteer recruitment files	Recruitment and selection material of volunteers.	?	Filing Cabinet in HWS Office	SD	-----	No	4	No	Locked filing cabinet, access restricted to Chief Officer & Volunteer Officer.	PI	Section 1 (b)	-----	-----	Volunteer	Recruitment information	While active and for 1 year after resignation.	No	None	Should files be in folders or draw marked confidential?
22	IHCAS Supervision Records	Details of the regular advocate supervision meetings	To allow continuity of advocate support	HWS server	LC	-----	No		No	Password protected, access limited to IHCAS manager & advocates	CPI	Section 1 (b)	Health / Ethnicity	Section 2 (b)	Employee	Employment Data	Seven years	No	None	
23	Annual Reports	Financial and company record of annual activity	To meet HWE, charity Commission and Companies House requirements.	HWS Website, HWS Office	J R-S	RCC & Company accountants	No	3	No	None for website. Originals kept in locked filing cabinet.	PI	Section 1 (c)	-----	-----	Staff & Board members	Name	Permanently	Yes	Companies House, Charity Commission	

24	Board Minutes - confidential	Minutes of HWS Board meetings	To record meeting content and actions	HWS Server	SD	-----	Yes	3	Yes	Server access restricted to HWS staff. File access restricted to Chief Officer & Secretary to the Board. HWS server backed up every 2 weeks.	PI	Section 1 (f)	-----	-----	Participant	Name	Permanently		No	Accountants / Company secretary?	Do we need to record names of the public attendees?
25	Board Minutes - Public	Minutes of HWS Board meetings excluding the confidential session	To record meeting content and actions	HWS Server & Website	SD	-----	No	3	No	-----	PI	Section 1 (f)	-----	-----	Participant	Name	Permanently		Yes	Public	Do we need to record names of the public attendees?
26	Business Committee Minutes	Minutes of HWS committee meeting	To record meeting content and actions	HWS Server	SD	-----	Yes	4	No	Server access restricted to HWS staff. File access restricted to Chief Officer & Secretary to the Board. HWS server backed up every 2 weeks.	PI	Section 1 (f)	-----	-----	Participant	Name	Permanently		No	Participants / Board members	
27	Stakeholder Committee Minutes	Minutes of HWS committee meeting	To record meeting content and actions	HWS Server	SD	-----	Yes	4	No	Server access restricted to HWS staff. File access restricted to Chief Officer & Secretary to the Board. HWS server backed up every 2 weeks.	PI	Section 1 (f)	-----	-----	Participant	Name	Permanently		No	Participants / Board members	
28	Information Committee Minutes	Minutes of HWS committee meeting	To record meeting content and actions	HWS Server	BR	-----	Yes	4	No	Server access restricted to HWS staff. HWS server backed up every 2 weeks.	PI	Section 1 (f)	-----	-----	Participant	Name	Permanently		No	Participants / Board members / Staff	
29	E & V Committee Minutes	Minutes of HWS committee meeting	To record meeting content and actions	HWS Server	LC	-----	Yes	4	No	Server access restricted to HWS staff. HWS server backed up every 2 weeks.	PI	Section 1 (f)	-----	-----	Participant	Name	Permanently		No	Participants / Board members / Staff	
30	Marketing Committee Minutes	Minutes of HWS committee meeting	To record meeting content and actions	HWS Server	LC	-----	Yes	4	No	Server access restricted to HWS staff. HWS server backed up every 2 weeks.	PI	Section 1 (f)	-----	-----	Participant	Name	Permanently		No	Participants / Board members / Staff	
31	HWS Event Attendance Records	Details of those who attend events held by HWS	For registration and H & S purposes at the event. For follow up dissemination of event information.	HWS server and paper copy on the day	SD	-----	No	2	No	Server access restricted to HWS staff. HWS server backed up every 2 weeks.	PI	Section 1 (b)	-----	-----	Participant	Contact details	Duration of event and follow up period		No	None	
32	Newsletter database	Contact details for electronic newsletter	To enable the dissemination of HWS & other relevant health & social care news	MailChimp system	BR	MailChimp	No	4	No	System access restricted to HWS staff with password protection	PI	Section 1 (a)	-----	-----	Stakeholder / Associate member / Volunteer / Board Member	Contact details (Name & email address)	Permanently		No	None	
33	HWS Memorandum & Articles of Association	Documents that contains the purpose of the company as well as the duties and responsibilities of its members.	To establish HWS as a company limited by guarantee	HWS Office & server	J R-S	-----	Yes	3	Yes	Paper copy in locked cabinet. Server access restricted to HWS staff. Both paper and electronic file access restricted to Chief Officer & Secretary to the Board. HWS server backed up every 2 weeks. Copies lodged with Company Secretary & Solicitor.	None	-----	-----	-----	-----	-----	Permanently		No	Companies House, Charity Commission	
34	HWS business contact	Contract between Shropshire Council & HWS outlining work to be undertaken.	Record of work HWS is contracted to undertake	HWS Office & server	J R-S	-----	Yes	3	Yes	Paper copy in locked cabinet. Server access restricted to HWS staff. Both paper and electronic file access restricted to Chief Officer & Secretary to the Board. HWS server backed up every 2 weeks. Copy lodged with Shropshire Council.	PI	Section 1 (b)	-----	-----	Contract Signatories	Name	Permanently		No	HWS Commissioner	

**Whats is an Information Asset?**

We collect information and data for different reasons and in different ways. An information asset is a category of data or type of data set that we routinely collect. So for example 'Public experience' or 'Employment Data' or 'Annual Reports'. As each asset type has a different set of data contained within it the way we manage that data will need to be evaluated on an individual basis.