



Bridges Home Care – Delivering Privacy Compliance

Background

Bridges Home Care based in Henley has been delivering quality social and welfare care to individuals in their homes since 2013 and the Directors have over 20 years experience. They help clients successfully manage their welfare issues and live as independently as possible. However, to meet the needs of the General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018 (DPA 2018) they recognised they would need help.

“There was far more to do than I had anticipated and once I started I realised I needed the help and support of a GDPR specialist to not only complete but actually know where to start.”

Wendy James – Director, Bridges Home Care

Operating the business requires Bridges to record and manage a range of sensitive client and employee personal information. There are complex information flows between councils, care providers, GPs and other health professionals and this adds to the challenge. Scoping the scale of what needed to be done was an issue, even before determining how to apply the new legislation.

What Next?

PrimeConduct audited all the personal information Bridges Home Care had for clients, employees and job applicants. This was a significant task as much of the information was gathered and kept on paper.

PrimeConduct documented the data, mapping information flows, internal and external, creating a baseline from which the lawful basis for capturing and retaining personal information could be defined. PrimeConduct also reviewed all the third-party contracts and management practices that Bridges relies on to operate their business.

“PrimeConduct helped us through this with a pragmatic and sympathetic ear to our business needs helping us to get a clear picture of all the information we manage and how it all connects.”

Wendy James – Director, Bridges Home Care

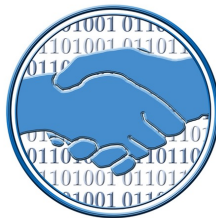
PrimeConduct was then able to produce a Risk Register which captures the risks Bridges face for the information they hold, and how those risks are managed. A Risk Register is more than a list of issues, it is a programme of activities that can be managed and progressed.

These were complemented by a full set of tailored Subject Access Request (SAR) processes and templates to simplify communication. Finally, PrimeConduct delivered specific privacy policies to meet the different needs they had for their clients, employees and job applicants.

“... PrimeConduct who I have to say have been fantastic in assisting Bridges to become fully compliant. They have also formed our staff training procedures and material, Privacy Policies for website, external and internal users and so on.”

Wendy James – Director, Bridges Home Care

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The Result

Demonstrable visibility of all the personal information that is held and how it is used is a significant building block for compliance. Bridges Home Care is able to show they have taken the protection of the personal information they hold seriously.

Privacy policies and subject access request processes are indicators of this, but a full set of documentation, including a mandatory Record of Processing, breach and SAR processes, data-maps, policy updates, contract amendments and a training programme is the proof needed to meet any enquiries. Bridges Home Care now has this in place and PrimeConduct continues to support them and the ongoing management of risks and changes through our Data Protection Officer (DPO) Service.

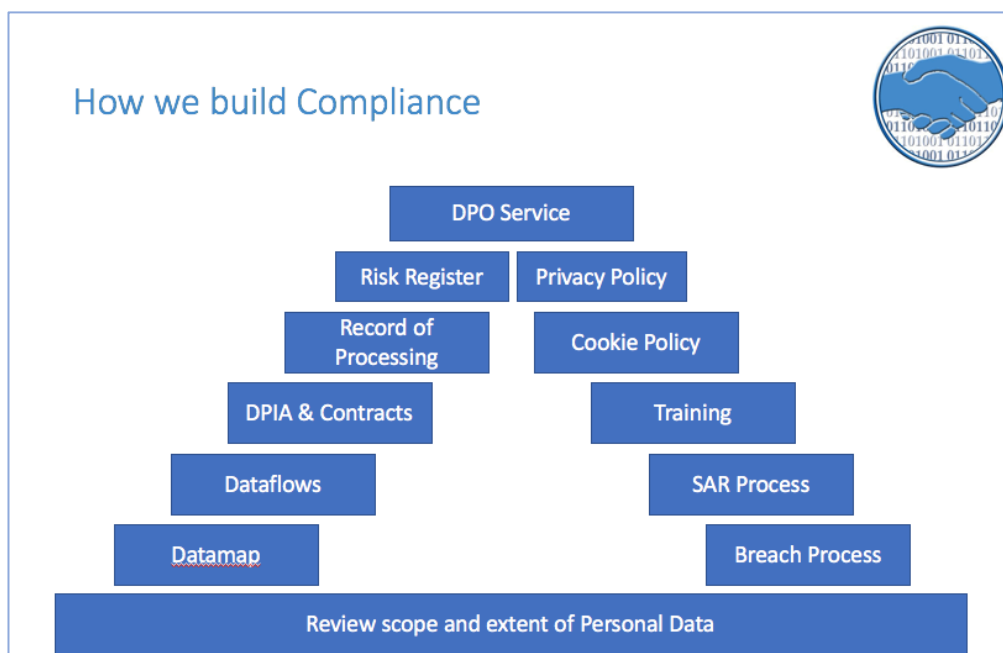
“There are many companies out there who will give you a generic policy but to actually help map the data, complete data assessments and form appropriate procedures and policies was like trying to find hen’s teeth. We are very happy we found PrimeConduct to help us through this”

Wendy James – Director, Bridges Home Care

If your business is struggling to find the time, the expertise and the budget to hire a full time DPO then contact us at contactus@primeconduct.com or call 07918 767471 and we will be happy to help you reach compliance and service your ongoing needs.



Bridges Home Care can be found at <http://bridgeshomecare.co.uk>



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