

# **HEALTHWATCH ENGLAND**

## **Information Asset Register 2023/24** **(Retention and Disposal Schedule)**

# Introduction

**Note: There is currently a hold on the destruction of all records due to the COVID 19 Inquiry. This means that records cannot be destroyed unless they are formally approved for release from the hold.**

The Information Asset Register (IAR) is a list of information held by HWE. To comply with the General Data Protection Regulations, the IAR now includes additional information regarding the conditions for processing personal information which is a requirement of the new regulation. The IAR helps us to be consistent in the way we handle and manage the information we hold. It also supports the way we respond to Data Access and Freedom of Information requests by helping us identify if we still hold the information requested and whether it can be shared.

It should be noted that the IAR focuses on managing content and not the format in which the information is held. For example, how long we keep an email will be dictated by its content rather than the fact it is an email.

## Using the retention and disposal schedule

The retention and disposal schedule contains ten pieces of information about each record type:

- **IAR series** - identifies the business function that the records relate to.
- **Asset Number** - is the unique identifier for the record or group of records held.
- **Asset Title** - summaries the name of the record or group of records.
- **Asset Description** - provides an indicator of the types of records included, where applicable (although it is not exhaustive list)
- **Retention** - is the period at which the records will be reviewed, and either be destroyed, or the retention period extended. An extension to the normal retention period may be required when enforcement, an Inquiry or other relevant activity is in progress. Where an Inquiry (including public Inquiries) is taking place CQC may be required to suspend the destruction of some, or all the records held.
- **Confidential Personal Information** - this identifies whether the records were “obtained by the Commission on terms or in circumstances requiring it to be held in confidence” and that: “relates to and identifies an individual.” As defined in the Health and Social Care Act 2008a i

The following information relates to the requirements of the General Data Protection Regulation (GDPR). Full details of the requirements under the Regulation can be found at: the Information Commissioner's Website.

**Personal data** identifies whether the records include information that can identify a living individual. Examples of Personal Data: Names, addresses, personal emails, bank details, contact information, personnel files.

**Legal basis for processing personal data** identifies the purposes for which HWE collects, holds, uses, and stores personal information

**Special category personal data** - identifies whether the records include specific types of information, Examples include racial or ethnic origin, political opinions, religious beliefs, trade union membership, sexual and criminal offences.

**Legal basis for processing special personal data** - identifies the purposes for which CQC collects, holds, uses, and stores special personal information

## Retention and Disposal Schedule 2023-24

IAR Series	Asset Number	Asset Title	Asset Description	Retention	Personal Data	Legal basis for processing Personal Data (PD)	Special Category Personal Data (SCPD)	Legal basis for processing SCPD	In public domain
018. Healthwatch	18.1	Committee Meetings (including workshops, Audit Finance and Risk Sub Committee and ARCHIVE sub committees)	Briefings Agendas Papers Presentations Minutes	<b>Retain</b>	No	n/a	No	n/a	No
018. Healthwatch	18.2	Committee public Meeting information <b>See series 18.1</b>	Briefings Agendas Papers Presentations Minutes	<b>Retain</b>	No	n/a	No	n/a	Yes
018. Healthwatch	18.3	Audit and Risk Sub Committee information (ARCHIVE) <b>See Series 18.1</b>	Briefings Agendas Papers Presentations Minutes	<b>Retain</b>	No	n/a	No	n/a	No
018. Healthwatch	18.4	Finance and General-Purpose Sub Committee information  (ARCHIVE) See Series 18.1	Briefings Agendas Papers Presentations Minutes	<b>Retain</b>	No	n/a	No	n/a	No

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018. Healthwatch	18.5	People and Values Sub Committee information <b>See series 18.1</b>	Briefings Agendas Papers Presentations Minutes	<b>Retain</b>	No	n/a	n/a	n/a	No
018. Healthwatch	18.6	Committee Recruitment information	Restricted Access: Instruction to recruit Recruitment Ad CVs Supporting statements Shortlisted applications Terms of appointment Letter of appointment	<b>2 years after recruitment has been finalised</b>	Yes	Legal Obligation	Yes	Employment Rights	No
018. Healthwatch	18.7	Committee Member Biographies	Biographical information on Committee Members	<b>Retain</b>	Yes	Consent	No	n/a	Yes
018. Healthwatch	18.8	Committee Expenses	Restricted Access: Financial claims summary and guidance	<b>Retain</b>	Yes	Legal Obligation	No	n/a	No
018. Healthwatch	18.9	Committee Appraisals	Restricted Access: Appraisal information	<b>Retain for 1 year after Committee Member has left</b>	Yes	Consent	No	n/a	No

IAR Series	Asset Number	Asset Title	Asset Description	Retention	Personal Data	Legal basis for processing Personal Data (PD)	Special Category Personal Data (SCPD)	Legal basis for processing SCPD	In public domain
018. Healthwatch	18.10	Committee Members contact details	Restricted Access: Personal contact details	<b>Retain</b>	Yes	Legal obligation	No	n/a	No
018. Healthwatch	18.11	Brand	Licensing, correspondence, legal advice	<b>Retain for 3 years</b>	No	N/a	No	n/a	No
018. Healthwatch	18.12	Strategy 2014, 2015, 2018, 2021 and 2023	<p>2014-Working papers, away day notes, meeting notes</p> <p>2015- Consultation docs, workshop material</p> <p>2018 - 2023</p> <p>2021 - 2026 review</p> <p>2023-2026</p>	<b>Retain 5 years</b>	Yes	<a href="#">Strategy 2015</a> <a href="#">Strategy 2017</a>	No	n/a	No

IAR Series	Asset Number	Asset Title	Asset Description	Retention	Personal Data	Legal basis for processing Personal Data (PD)	Special Category Personal Data (SCPD)	Legal basis for processing SCPD	In public domain
018. Healthwatch	18.13	Publications	Suffering in Silence, Local Healthwatch Investigates Primary Care, Special Inquiry into unsafe discharge and other publications	Retain	No	N/a	No	n/a	No
018. Healthwatch	18.14	Local Healthwatch Engagement	LHW contact lists (public), support log, monitoring form template, resource packs, guidance documents	Retain	Yes	Public task	No	n/a	No
018. Healthwatch	18.15	Draft reports	Draft papers, comments	Retain	Yes	<a href="#">Communication Annual Report</a>	No	n/a	No
018. Healthwatch	18.16	Annual report	Drafts, final report, requests for information	Retain	No	N/a	No	n/a	No
018. Healthwatch	18.17	Videos	HWE Videos transcripts	Retain while relevant	Yes	Contract	No	n/a	No

IAR Series	Asset Number	Asset Title	Asset Description	Retention	Personal Data	Legal basis for processing Personal Data (PD)	Special Category Personal Data (SCPD)	Legal basis for processing SCPD	In public domain
018. Healthwatch	18.18	External contact lists	Mail Chimp	<b>Retain while mailing subscribers agree to continue getting mailings</b>	No	Public task	Yes	Archives	No
018. Healthwatch	18.19	HWE Website	Website content	<b>Retain until superseded</b>	Yes	<a href="#">Digital Systems HWE Website</a>	No	n/a	No
018. Healthwatch	18.20	Presentations	PowerPoint presentations for conferences (pre 2012 and after 2012)	<b><u>Retain until superseded</u></b>	No	N/a	No	n/a	No



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018. Healthwatch	18.21	Contact lists	Internal team members, Peers, complaints advocacy, chair, and chief executives, LHW commissioners	<u>Retain until superseded</u>	Yes	Public task	No	n/a	No
018. Healthwatch	18.22	Passwords	Spreadsheet of Comms passwords  (password protected)	<b>Retain until superseded</b>	No	N/a	No	n/a	No
018. Healthwatch	18.23	Yammer/ Hub	Users master list, guidance docs, terms of use, Hub licences, emails	<b>Retain until superseded</b>	Yes	Contract	No	n/a	No
018. Healthwatch	18.24	Newsletters	Weekly Newsletter to LHW, forward plan, unsubscribe list (includes personal email addresses), mail chimp template	<b>1 year</b>	Yes	Public task	No	n/a	No

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018. Healthwatch	18.25	Website stats	Data on website usage, Yammer usage, Key commas KPIs	<b>Retain for 3 years</b>	No	N/a	No	n/a	No
018. Healthwatch	18.26	Online seminar	Notes, presentation papers, emails, lists of attendees	<b>Retain for 3 years</b>	Yes	<a href="#">Communication Digital Systems</a>	No	n/a	No
018. Healthwatch	18.27	Events admin	Room booking, bursary applications, details of award nominees, invitations, photos, staff roles and responsibilities	<b>Retain until superseded</b>	No	<a href="#">Archive Communications Events</a>	Yes	Employment rights of the CQC or an employee	No
018. Healthwatch	18.28	Chairs network <b>ARCHIVE</b>	briefing papers, minutes	<b>2 years</b>	No	N/a	No	n/a	No
018. Healthwatch	18.29	Chief Executives network <b>ARCHIVE</b>	briefing papers, minutes	<b>2 years</b>	No	N/a	No	n/a	No

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018. Healthwatch	18.30	Comms centre	Membership contact list, website terms and conditions, guidelines	<b>Retain until superseded</b>	Yes	Contract	No	n/a	No
018. Healthwatch	18.31	Communications group	Membership contact list, Agenda, Meeting notes, room booking invoices	<b>2 years</b>	Yes	<a href="#">Communication Digital Systems</a>	No	n/a	No
018. Healthwatch	18.32	Surveys	Results of commas surveys	<b>3 years</b>	No	N/a	No	n/a	No
018. Healthwatch	18.33	Suppliers	Project plans, correspondence, invoices	<b>Retain for 3 years</b>	No	N/a	No	n/a	No
018. Healthwatch	18.34	Comms centre	Template and Guidance for LHW on brand	<b>Retain until superseded</b>	No	N/a	No	n/a	No
018. Healthwatch	18.35	Guidance and information for LHW	The Hub	<b>Retain until superseded</b>	Yes	Contract	No	n/a	No

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018. Healthwatch	18.36	Information and advice between HWE and LHW and between LHW and other LHW	Yammer	<b>Retain until superseded</b>	No	<a href="#">Digital Systems Hub and Yammer</a>	No	N/a	No
018. Healthwatch	18.37	CRM Info Sharing Agreement	Info Sharing Agreement between HWE and LHW	<b>Retain</b>	No	N/a	No	N/a	No
018. Healthwatch	18.38	LHW activity details	Details of contacts received by LHW (contains enquiry data)	<b>Retain until superseded</b>	No	N/a	No	N/a	No
018. Healthwatch	18.39	Provider contact lists from CQC	Data on provider contact details	<b>Retain</b>	No	N/a	No	N/a	No
018. Healthw+C44A+A43:P44	18.40	CRM pilot	feedback emails, specific infobank info	<b>2 years after completion of project</b>	Yes	Public task	No	N/a	No
018. Healthwatch	18.41	Information governance	Data protection guidance, IG concerns and objectives	<b>Retain</b>	No	N/a	No	N/a	No
018. Healthwatch	18.42	Infobank information	Old database of queries received by Local Healthwatch, transferred to CRM	<b>Retain</b>	No	<a href="#">Digital CRM Development Archive</a>	No	N/a	No

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018. Healthwatch	18.43	CRM Project management documents	Project plan, security plan, risk register, structured problem-solving guidance	<b>Retain</b>	No	N/a	No	N/a	No
018. Healthwatch	18.44	Stocktaking documents	Project history 2014, correspondence with supplier, work for SMT  DESTRUCTION	<b>2 years after completion of project</b>	No	N/a	No	N/a	No
018. Healthwatch	18.45	Training	CRM guidance documents	<b>Retain until superseded</b>	No	N/a	No	N/a	No
018. Healthwatch	18.46	Project Planning/Admin	Project work for 2015	<b>2 years after completion of project</b>	No	N/a	No	N/a	No
018. Healthwatch	18.47	Budgets and procurement decisions	Budget worksheets for CRM project and decisions relating to future procurement of CRM	<b>7 years</b>	No	N/a	No	N/a	No
018. Healthwatch	18.48	Reports	Project Reports for Committee/team/SMT	<b>Retain</b>	No	N/a	No	N/a	No

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018. Healthwatch	18.49	Healthwatch England CRM Development Documents	Details of specification, plans and decisions about delivery of development work for CRM	<b>Retain for the Life of the CRM</b>	No	N/a	No	N/a	No
018. Healthwatch	18.50	CRM Supplier Development Documents	Details of specification, plans and decisions about delivery of development work for CRM	<b>Retain for the Life of the CRM</b>	No	Contract	No	N/a	No
018. Healthwatch	18.51	Development officer notes from 1:1s	Meeting notes, confidential scoring of LHW saved by Development officer for each region, some notes will be on P drive prior to transfer	<b>2 years</b>	No	<a href="#">Healthwatch Networks</a>	No	N/a	No
018. Healthwatch	18.52	Guidance documents for Local Healthwatch	Log of focus groups, engagement events, interviews etc. undertaken with each Local Healthwatch	<b>2 years</b>	No	N/a	No	N/a	No

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018. Healthwatch	18.53	LHW Tailored support	Ad hoc support provided to Local Healthwatch	5 years	Yes	Public task	No	N/a	No
018. Healthwatch	18.54	Internal updates on LHW status	Internal bulletin on issues going on in network	Retain	No	Public task	No	N/a	No
018. Healthwatch	18.55	LHW online Learning GAVIN TO REVIEW	Webinars run with Local Healthwatch	Retain	No	N/a	No	N/a	No
018. Healthwatch	18.56	Guidance documents for Local Healthwatch	Guidance for Local Healthwatch	Retain until superseded	No	N/a	No	N/a	No
018. Healthwatch	18.57	LHW Event information	Conference planning, engagement events	2 years	No	N/a	No	N/a	No
018. Healthwatch	18.58	Quality Surveillance Group	Notes of QSG	Retain	No	N/a	No	N/a	No
018. Healthwatch	18.59	Enter and View	Guidance, reports (in public domain)	Retain until superseded	No	N/a	No	N/a	No
018. Healthwatch	18.60	Service Change	Local Healthwatch responses to call for evidence, draft reports	Retain	No	N/a	No	N/a	No
018. Healthwatch	18.61	Event Brite	LHW Conference planning, training, and engagement events	Retain for 18 months	No	N/a	No	N/a	No

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018. Healthwatch	18.62	Relevant Legislation		<b>Refer to the government's website</b>	No	N/a	No	N/a	No
018. Healthwatch	18.63	Governance Documents		<b>2 years</b>	No	N/a	No	N/a	No
018. Healthwatch	18.64	Trello	HWE events	<b>1 year</b>	No	N/a	No	N/a	No
018. Healthwatch	18.65	Room Bookings- non committee	Venues etc	<b>Retain 7 years</b>	No	N/a	No	N/a	No
018. Healthwatch	18.66	Travel bookings	Details hotel and rail bookings	<b>Retain 7 years</b>	Yes	Contract	No	N/a	No
018. Healthwatch	18.67	Programme Management Framework	Programme containing all the projects and BAU for Healthwatch England	<b>Retain</b>	No	N/a	No	N/a	No
018. Healthwatch	18.68	Staff attendance	Flexitime sheets, leave applications, annual leave, toil, probation, sickness absence, WFH, staff home contact numbers	<b>2 years after action completed</b>	Yes	Contract	Yes	Employment rights of the CQC or an employee	No
018. Healthwatch	18.69	<u>Staff information (including Bios)</u>	Biography of staff	<b>Retain</b>	Yes	<a href="#">Operations Staff Information</a>	No	N/a	Yes



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018. Healthwatch	18.70	Primary Care analysis	Analysis of public data and LHW work on PC	<b>2 years from close of consultation</b>	No	N/a	No	N/a	No
018. Healthwatch	18.71	Monitoring and Evaluation	Local Healthwatch support needs mapped against Healthwatch England capacity and capability.	<b>Retain until superseded</b>	Yes	Public task	No	N/a	No
018. Healthwatch	18.72	Deliberative research - (Manchester Devolution)	Summary documents, photos of flip charts, project plan, correspondence	<b>Retain</b>	Yes	<a href="#">Policy Issues Social Care Green Paper 2018</a>	No	N/a	No
018. Healthwatch	18.73	Focus groups	LHW admin emails, Anonymised transcripts, draft blogs, draft reports, guidance, Consent forms (cupboard)	<b>Retain</b>	No	Kept in locked cupboard	No	N/a	No
018. Healthwatch	18.74	CRM analysis	Raw and analysed data submitted by LHW on CRM.	<b>Retain</b>	Yes	Public Task	Yes	Management of health and social care	No

IAR Series	Asset Number	Asset Title	Asset Description	Retention	Personal Data	Legal basis for processing Personal Data (PD)	Special Category Personal Data (SCPD)	Legal basis for processing SCPD	In public domain
018. Healthwatch	18.75	Consumer index	Analysis of public surveys, draft reports, advisory group correspondence, meeting notes, framework, project plan, presentation plans	<b>Retain</b>	No	N/a	No	N/a	No
018. Healthwatch	18.76	Care.data	Correspondence, workplans, consultation responses, meeting notes, internal policy position	<b>2 years from close of consultation</b>	No	N/a	No	N/a	No
018. Healthwatch	18.77	Provider ratings project	Correspondence	<b>2 years from close of consultation</b>	No	N/a	No	N/a	No
018. Healthwatch	18.78	National intelligence programme	Consultation responses to patient online, meeting notes, correspondence, Consumer experience report	<b>2 years from close of consultation</b>	No	N/a	No	N/a	No

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018. Healthwatch	18.79	Local intelligence programme	CRM data analysis (not yet password protected), Committee papers, analysis of public data, Thematic spreadsheet, Local Healthwatch funding	<b>Retain</b>	No	Public task	No	N/a	No
018. Healthwatch	18.80	LHW Quality Assurance Survey	Quality Statements	<b>Retain until superseded</b>	No	N/a	No	N/a	No
018. Healthwatch	18.81	Special Inquiry into Unsafe Discharge	Advisory group agenda and minutes, Evidence index, External evidence submissions, LHW evidence submissions, report Metrix, hosted conversation report, hosted conversation photos, master raw data file (password protected), mailing lists (business) ALL evidence transcripts in evidence folders anonymised	<b>Retain</b>	Yes	Public task	No	N/a	No
018. Healthwatch	18.82	Polling data	Polling results, correspondence, draft surveys, FOI request template	<b>Retain until superseded</b>	No	N/a	No	N/a	No

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018. Healthwatch	18.83	Analysis of data Return	Data analysis of Responses to survey- includes name and email address and some financial information	Retain	No	Public task	No	N/a	No
018. Healthwatch	18.84	LHW funding analysis	Funding info in public domain, includes funding per head analysis derived from public data	Retain	No	N/a	No	N/a	No
018. Healthwatch	18.85	Pen portrait data	Analysis of LHW performance, not share with LHW	Retain	No	N/a	No	N/a	No
018. Healthwatch	18.86	Intelligence weekly meetings information	Briefings, agendas, slides and papers, minutes	2 years	No	N/a	No	N/a	No
018. Healthwatch	18.87	Intelligence model and engagement	Briefings, papers, minutes	Retain	No	N/a	No	N/a	No
018. Healthwatch	18.88	Analysis of People's experiences of health and Social care issues	Analysis of data submitted by LHW on CRM and through LHW reports	Retain	No	N/a	No	N/a	No

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018. Healthwatch	18.89	Healthwatch Reports	Archive of Healthwatch publications from across network	Retain	No	N/a	No	N/a	Yes
018. Healthwatch	18.90	Feedback responses	Feedback from the website and social media	Retain	No	N/a	No	N/a	Yes
018. Healthwatch	18.91	Case study information	Case studies received from public to support publications. Contacts and discussions stored on Outlook	Retain until publication	Yes	Public Task	No	N/a	No
018. Healthwatch	18.92	Scanned letters	Engagement with HWE by post, scanned in e.g., letters to the chair	Retain for 3 years	Yes	Public Task	Yes	Management of health and social care	No
018. Healthwatch	18.93	Strategic partner stakeholder correspondence	Briefing papers, email correspondence	Retain for 3 years	Yes	Public Task	No	N/a	No
018. Healthwatch	18.94	Policy briefing archive	Previous policy briefings	3 years	No	N/a	No	N/a	No
018. Healthwatch	18.95	Consultations	Briefings, emails, responses	3 years	No	N/a	No	N/a	No

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018. Healthwatch	18.96	Escalation case files	Policy documents, emails (from LHW and policy makers) and working papers, workshop outlines, Meeting notes, agendas	<b>3 years</b>	No	N/a	No	N/a	No
018. Healthwatch	18.97	Stakeholder engagement archive	Agendas, minutes, papers, plan	<b>2 years</b>	Yes	Public Task	No	N/a	No
018. Healthwatch	18.98	LHW policy network meetings	Agendas, minutes, papers, plan	<b>2 years</b>	Yes	Public Task	No	N/a	No
018. Healthwatch	18.99	Parliamentary Stakeholder management	Briefing papers, email	<b>Retain until superseded</b>	No	N/a	No	N/a	No
018. Healthwatch	18.100	Policy briefings on issues	Internal documents on HWE positions on specific policies	<b>Retain</b>	No	N/a	No	N/a	No
018. Healthwatch	18.101	Webform data	Data from Healthwatch England Webform, raw and analysed data	<b>Retain</b>	Yes	Public task	Yes	Management of health and social care	no
018. Healthwatch	18.102	Research project data	Raw and analysed data from various research projects to influence policy	<b>Retain</b>	Yes	Public task	Yes	Management of health and social care	No