



## THE HAVEN PRACTICE

### **On behalf of its patients we promise that we will:**

- ❖ value the personal information entrusted to us and make sure we respect that trust;
- ❖ go further than just the letter of the law when it comes to handling personal information, and adopt good practice standards;
- ❖ consider and address the privacy risks first when we are planning to use or hold personal information in new ways, such as when introducing new systems;
- ❖ be open with individuals about how we use their information and who we give it to;
- ❖ make it easy for individuals to access and correct their personal information;
- ❖ keep personal information to the minimum necessary and delete it when we no longer need it;
- ❖ have effective safeguards in place to make sure personal information is kept securely and does not fall into the wrong hands;
- ❖ provide training to staff who handle personal information and treat it as a disciplinary matter if they misuse or don't look after personal information properly;
- ❖ put appropriate financial and human resources into looking after personal information to make sure we can live up to our promises; and
- ❖ Regularly check that we are living up to our promises and report on how we are doing.

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