# Privacy Officer

https://cclearninghub.co.uk/docs/privacy-officer/

## Privacy Officer on Care Control

This guide will cover the rationale behind the addition of a Privacy Officer role for users of Care Control Systems.



## What is a Privacy Officer?

A Privacy Officer in a care management environment plays a crucial role in ensuring the confidentiality and security of patient information, aligning the organisation’s practices with relevant healthcare privacy laws and regulations. This individual is responsible for developing, implementing, and overseeing policies and procedures that safeguard patient data from unauthorised access, misuse, or breaches.

## Why do we need one?

Having a Privacy Officer is essential for several reasons. Firstly, it ensures that the organisation remains compliant with complex and ever-evolving healthcare privacy laws and regulations, thereby avoiding legal penalties and financial losses. Secondly, by safeguarding patient information, it upholds the trust and confidence that patients place in the healthcare provider, which is foundational to the patient-caregiver relationship.

## How does it work in Care Control?

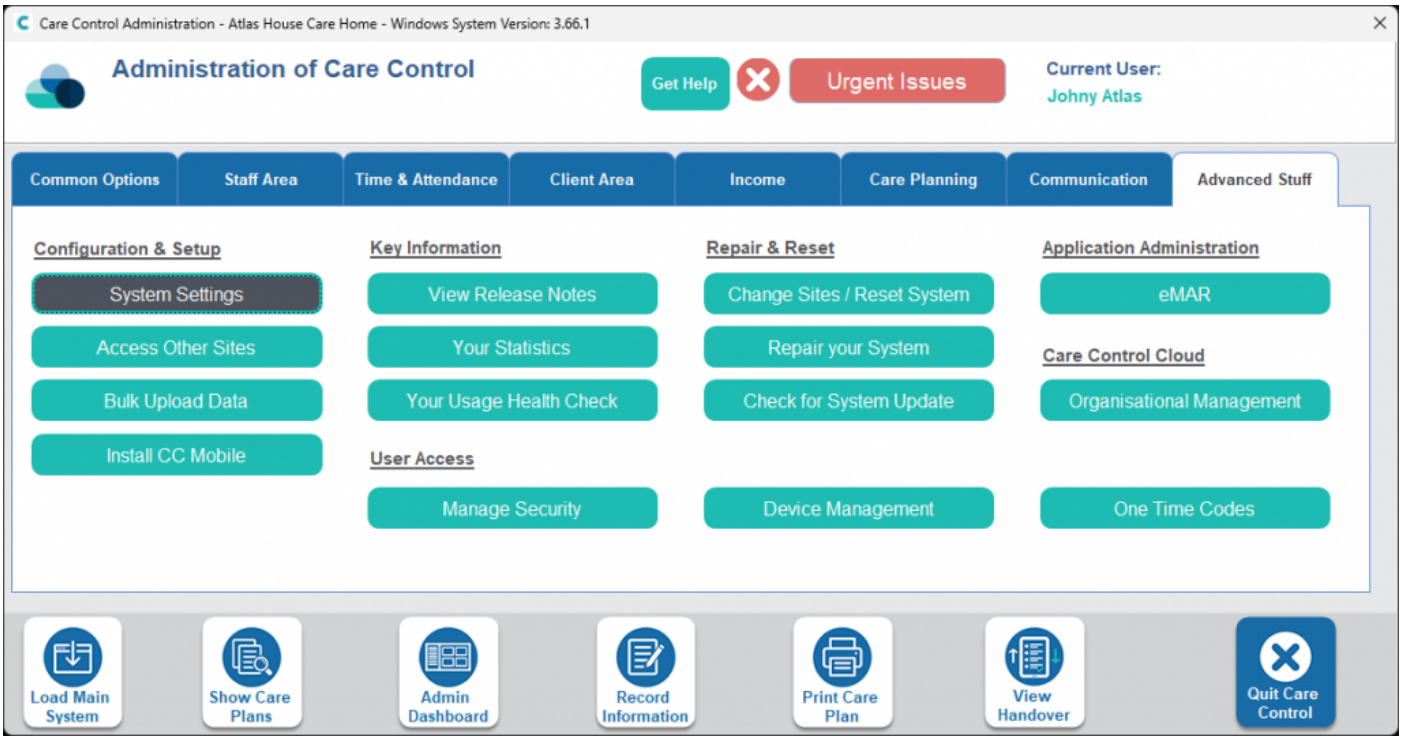
Care Control have implemented the idea of a Privacy Officer role, for a staff member within each organisation, in response to requirements set out to meet NHS Assurance. The assigned Privacy Officer will receive alerts when certain types of client information is accessed. This allows organisations to track who, when and why staff members are viewing patient information.

For example, if a staff member attempts to access the Care Plan of a historic patient, they will be required to enter a reason for their access. This reason and access will be alerted to the Privacy Officer to review. For guidance on setting your Privacy Officer on Care Control, see the steps below.

## Still want to know more?

If you would like to learn more about the idea of a Privacy Officer, how one could be implemented and how they could improve your privacy standards, see the links below for useful articles on the subject:

- The NHS’s take on information governance – View
- Further information about governance, GDPR and Privacy Officers (Data Protection Officers) – View



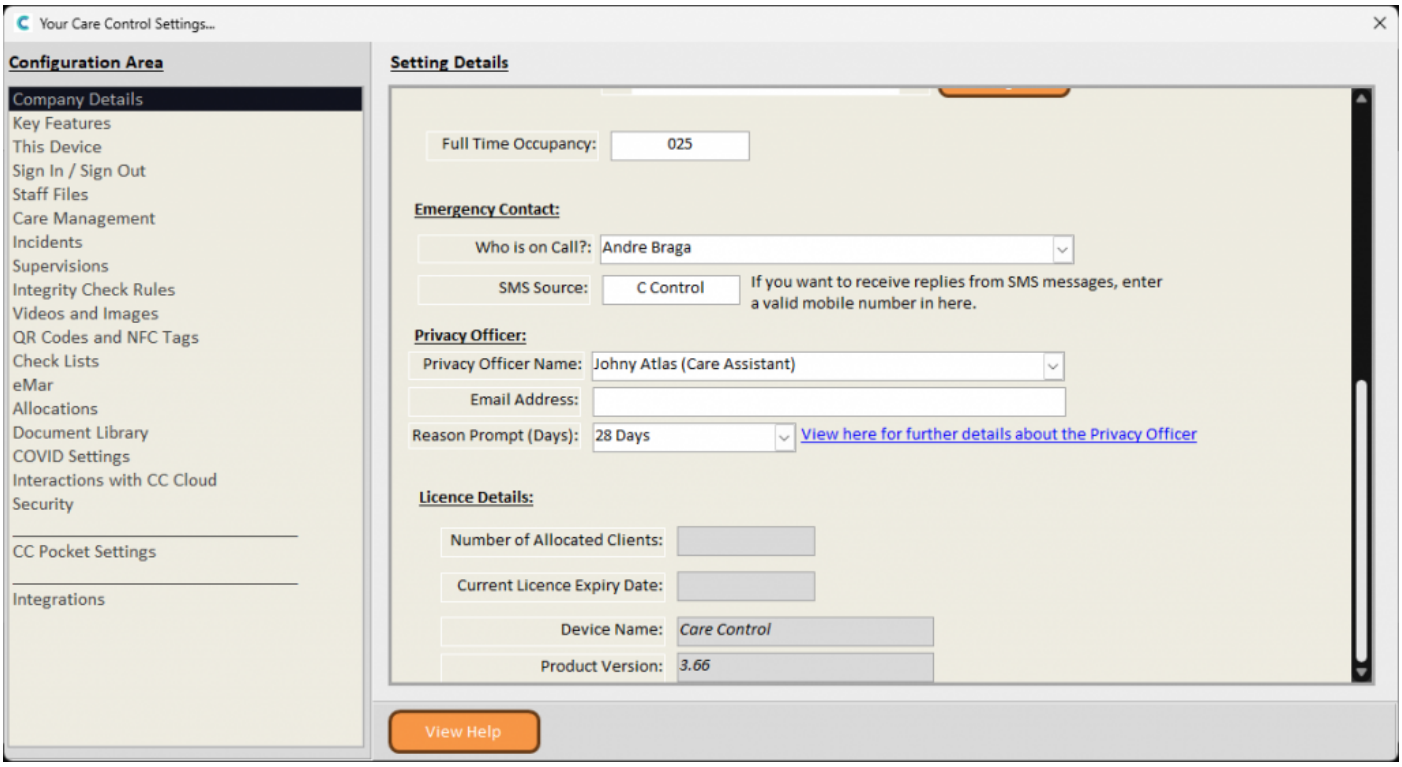

## 1

To set your organisations Privacy Officer, navigate to the **System Settings**, which can be found under the Advanced Stuff tab in Care Control Windows.

## 2

Here, select **Company Details** from the options on the left hand side. Scroll down to the Privacy Officer section.

Select a staff member from the drop down list and add an email address if one does not automatically populate. Then, select a **Reason Prompt** number – this is the number of days between service user deactivation and when a reason will be required to access their information.


Your Care Control Settings...
Configuration Area
Company Details
Key Features
This Device
Sign In / Sign Out
Staff Files
Care Management
Incidents
Supervisions
Integrity Check Rules
Videos and Images
QR Codes and NFC Tags
Check Lists
eMar
Allocations
Document Library
COVID Settings
Interactions with CC Cloud
Security
CC Pocket Settings
Integrations
Setting Details
Full Time Occupancy:
025
Emergency Contact:
Who is on Call?:
Andre Braga
SMS Source:
C Control
If you want to receive replies from SMS messages, enter a valid mobile number in here.
Privacy Officer:
Privacy Officer Name:
Johny Atlas (Care Assistant)
Email Address:
Reason Prompt (Days):
28 Days
View here for further details about the Privacy Officer
Licence Details:
Number of Allocated Clients:
Current Licence Expiry Date:
Device Name:
Care Control
Product Version:
3.66
View Help