



Approver	Board
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Classification	Policy
Title	Records Management Policy
Revision Date	November 2024
Revised by	Director of Finance & Business Support (Reviewed by RGDP LLB - external DPO)
Next Revision Date	November 2027
Related Documents	Privacy Policy; Retention Policy and Schedule
Location of Electronic Copy	V:\Policies and Procedures Shared\ Policies

1. Viewpoint's Values

Viewpoint is here to help people enjoy their later years. Everything we do is about realising this vision, which is supported by the following straightforward set of values:

- Inspire with positive smiles and words;
- Say 'yes I can and I will';
- Celebrate age, experience and wisdom;
- Do according to our customers' wishes and ambitions;
- Treat people (everyone is a VIP) as we would a "loved one";
- Work hard, have fun and laugh;
- Stay courageous, creative and ahead of the game; and
- Work with those that share our values.

These promises shape us. They are a commitment to our residents, staff and suppliers. They are fundamental to every single plan, decision and project we embark on.

Ensuring that we have systems and processes in place to manage risk effectively will support us to deliver those plans, decisions and projects, in accordance with our vision and values.

2. Policy Statement

Records management is vital to the delivery of our services in an orderly, efficient, and accountable manner. Effective records management will help ensure that we have the right information at the right time to make the right decisions. It will provide evidence of what we do and why, therefore protecting the interests of Viewpoint Housing Association, its staff and all who interact with Viewpoint. Records, and the information they preserve, are an important corporate asset.

3. Aim

We aim to balance our commitment to openness and transparency. So we will create and manage records efficiently, make them accessible where possible, protect and store them securely and dispose of them safely at the right time. By adopting this policy we aim to ensure that the record, whatever form it takes, is accurate, reliable, ordered, complete, useful, up to date and accessible whenever it is needed to:

- help us carry out our business;
- help us to make informed decisions;

- track policy changes and development;
- make sure we comply with relevant legislation;
- provide an audit trail to meet business, regulatory and legal requirements;
- support continuity and consistency in management and administration;
- make sure we are open, transparent and responsive.

4. Legislation/related policies

Viewpoint Housing Association is a data controller with obligations set out in the Data Protection Act 2018, the UK General Data Protection Regulation ('UK GDPR') and a public authority with obligations under the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004.

The legal and regulatory framework for records management is outlined below and includes:

- The Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- The Freedom of Information (Scotland) Act 2002
- The Environmental Information (Scotland) Regulations 2004
- Related policies include: Retention Policy and Schedule Policy

5. Scope

This policy, together with the associated policy, applies to the management of all documents, information and records, in all technical or physical formats or media, created or received by Viewpoint in the conduct of its business activities. It applies to all staff, contractors, consultants and third parties who are given access to our documents and records and information processing facilities.

It includes, although is not limited to: correspondence, documents, presentations, spread sheets, data bases, social media blogs, emails, diaries, faxes, promotional / instructive / educational material, reports, website content, forms, audio and video recordings and photographs.

5.1. Record Owners

Viewpoint owns all records originated and received by the Employees when they derived from or for business related activities. Individuals do not own records; however they do have a responsibility to ensure that the records are managed throughout their life cycle, from the point they are created or

received, through maintenance and use, to the time they are destroyed or permanently preserved as archival records.

5.2. Retention of information

Viewpoint's Retention Policy and Schedule defines the time periods that records should be retained to meet business needs and legal requirements. The schedule will state whether a record is to be kept indefinitely or not. Once the retention period has been met the record should be securely destroyed.

5.3. Storage

The nature and range of information and records required to be retained by Viewpoint means that the following should be considered:

- That the information and records can be accessed as and when required
- That the information and record is appropriately secure
- That the correct retention time period is applied.

These requirements will be considered at every stage of information and records' existence.

6. Compliance & Support

Board

The role of Viewpoint's Board is to ensure that this policy, as well as any associated policies, are regularly reviewed, as required, or in accordance with the usual cycle of policy review.

The Board will, in fulfilling its function, ensure that it complies as necessary with this policy, and the associated policies, procedures and documentation which support it.

Executive and Leadership Teams

The role of the Executive and Leadership Teams is responsibility for ensuring that this policy, and the associated policies, procedures and documentation which support it, are implemented within Viewpoint.

The Executive and Leadership Teams shall ensure that data management processes and systems are in place, and that they are operated properly from day-to-day.

The Executive and Leadership Teams shall also ensure that relevant managers and team members familiarise themselves with this policy, and the associated policies, procedures and documentation which support it, as well as undertaking any associated training.

Staff

All staff are responsible for ensuring that they familiarise themselves with this policy, and the associated policies, procedures and documentation which support it, as well as undertaking any associated training.

All staff shall also ensure that implement data management processes and systems as relevant to their job role, and should escalate any risks or concerns as appropriate.

7. Equality Impact Assessment (EIA)

Following an initial Equality Impact Assessment screening we confirm no person, either individually or by group, would be discriminated against by this policy.

Viewpoint aims to design and implement services, policies and measures that meet the diverse needs of our service population and workforce, ensuring that none are placed at a disadvantage over others. It takes into account the Equality Act 2010 and promotes equal opportunities for all. This document has been assessed to ensure that no one receives less favourable treatment on grounds of their gender, sexual orientation, marital status, race, religion, age, ethnic origin, nationality, or disability. Members of staff, volunteers or members of the public may request assistance with this policy if they have particular needs. Upon request, Viewpoint will make information available in alternative formats to overcome communication barriers.

8 Monitoring & Evaluation

Ongoing monitoring of compliance with this policy and supporting standards will be undertaken on a regular basis.

This policy will be reviewed every three years. Unscheduled reviews will take place in the event of significant change.