

Ministry for Health
Financial Management and Control-Administration
Non-Emergency Ambulance Garage
Data Protection and Retention Policy

SCOPE

1. This Policy is aimed at regulating the retention, maintenance and disposal of documentation, both personal and other, within the Non-Emergency Ambulance Garage, as provided for in the terms of requirements emanating from legal provisions in such other acts as the Public Administration Act chapter 595 and directives emanating therefrom, and in accordance with the principles of data protection legislation, and the National Archives Act chapter 477.

BACKGROUND

2. The General Data Protection Regulation (GDPR) (EU) 2016/679 puts forward the principle that personal and sensitive personal data, should not be retained for periods that are longer than necessary. In this context, the Non-Emergency Ambulance Garage will be putting forward a retention policy for all records collected and processed, with the purpose of ensuring compliance to the Regulation and to ensure that no resources are utilised in the processing and archiving of data which is no longer of relevance.

OBJECTIVES

3. This policy aims to achieve the following objectives:
 - Regulate the retention of and disposal of the various types of records within the Non-Emergency Ambulance Garage while adhering to the Data Protection principle that personal data should not be retained for a longer period than necessary; as per Article 5 (e) in the GDPR.
 - Dispose of unnecessary documentation that is no longer relevant and is taking up useful storage space: as per Article 17 of the GDPR.
 - Promote the digitisation of documentation as may be reasonably possible in order to minimize the use of storage space required to store documentation, as well as to promote a sustainable use of paper and printing consumables.

THE DATA SUBJECT RIGHTS

4. The data subject is entitled to know, free of charge, what type of information the Non-Emergency Ambulance Garage holds and processes about him/her and why, who has access to it, how it is held and kept up to date, for how long it is kept, and what the Unit is doing to comply with data protection legislation.

The GDPR establishes a formal procedure for dealing with data subject access requests. All data subjects have the right to access any personal information kept about them by the Non-Emergency Ambulance Garage, either on computer or in manual files. Requests for access to personal information by data subjects are to be made in writing using the [Request for Access to Personal data By Data Subjects](#), and sent to the Data Protection Officer of the Non-Emergency Ambulance Garage. The data subject identification details such as ID number, name and surname have to be submitted with the request for access. In case we encounter identification difficulties, the data subject may be required to present an identification document.

ADMINISTRATION

5. Documentation is held and recorded by the administration/booking office at the Non-Emergency Ambulance Garage. This policy is therefore applicable to all such documentation. It will be the responsibility of the relevant Head of the Non-Emergency Ambulance Garage and its next level supervisor, Assistant Director (Administration), Ministry for Health to ensure that all provisions of this policy are adhered to.
6. All staff that create, maintain, process and store records mentioned hereunder are responsible to perceive and implement the instructions given in this policy.
7. The next level supervisor, following appropriate consultation and direction, is authorized to modify this policy as deemed appropriate from time to time to ensure compliance with state laws.

DOCUMENTATION HELD WITHIN THE NON-EMERGENCY AMBULANCE GARAGE

8. As part of its operating requirements the Non-Emergency Ambulance Garage requests, keeps and maintains a wide range of documentation including personal data. The type of data that is being utilised by Non-Emergency Ambulance Garage may be listed as follows:
 - Booking Forms listing names, surnames, identification numbers, telephone/mobile numbers, addresses, medical appointments scheduled time
 - Data concerning patient pathology and/or disease
 - Personnel data including vacation leave applications/sick leave certificates

No records within the department are considered to have long-term value for archival purposes. However, unusual occurrences that can be considered of a historical value ought to be consulted with the Records Officer employed within the Administration Section.

SECURITY OF DOCUMENTATION

9. Documentation is maintained in an accessible but secure location with adequate access provided to officials who have the clearance level to access the relevant documentation. In the case of documents

with sensitive personal data with higher clearance levels, access control protocols are fully adhered to, ensure that only those that have the required security clearance have access to such documentation.

10. In the case of personal data, the GDPR also stipulates that only those required to process personal data should have access to personal records.
11. Personnel who are found to be in breach of these security protocols, and thus in breach of the GDPR, will be subject to disciplinary action as per Article 33 Clause (5) of the GDRP.

MANUAL VS ELECTRONIC RECORDS

12. The same retention period will apply for both electronic (if applicable) and manual data.

EXEMPTIONS

13. In case of collision, accidents, potential injuries, governmental investigations and/or audits on the Non-Emergency Ambulance Garage, the retention period shall be suspended as deemed appropriate by the management team listed in point 4 of this policy regulating the retention of documentation at the Non-Emergency Ambulance Garage.

RETENTION PERIOD

14. The Retention schedule hereunder outlines the retention requirements for the various categories of documentation within the Non-Emergency Ambulance Garage:

Key	Unit/department	Category	Record type	Description	Retention period	Remarks	Action - to be determined by the National Archivist (When Retention Period Expires)
1	Financial Management and Control-Administration	Non-Emergency Ambulance Garage-	Daily Booking Forms and discharge notifications -(contains personal Information)	Daily patient's transportational records including personal and sensitive data which (are sent either via booking form or email) listing patient names, surnames, identification numbers, telephone/mobile numbers, addresses, medical appointments scheduled time, and patient pathology and/or disease	Four (4) months from the date of booking	Kept in case of complaints or vehicle accidents. Records are created in both paper and digital format	Not required for permanent preservation by the National Archives
2	Financial Management and Control-Administration	Non-Emergency Ambulance Garage	Daily CPAS reports-(contains personal information)	Daily patient's transportational records including personal and sensitive data listing patient names, surnames, identification numbers, telephone/mobile numbers, addresses, medical appointments scheduled time, and patient pathology and/or disease	Four (4) months from the date of booking	Kept in case of complaints or vehicle accidents. Records are created in both paper and digital format	Not required for permanent preservation by the National Archives
3	Financial Management and Control-Administration	Non-Emergency Ambulance Garage	Daily online CPAS records-(contains personal information)	Daily patient's transportational records found in CPAS software listing patient names, surnames, identification numbers, telephone/mobile numbers, addresses, medical appointments scheduled time, and patient pathology and/or disease.	Four (4) months from the date of booking	Kept in case of complaints or vehicle accidents. Records are created in both paper and digital format	Not required for permanent preservation by the National Archives

Financial Management and Control-Administration	Non-Emergency Ambulance Garage	Attendance Sheets and Vacation Leave Record (contains personal data)	Daily staff attendance sheet and a yearly form indicating a detailed record of the employee's vacation leave in that relevant year.	According to existing Retention policy for Hr Documents issued from OPM in 2012	None	According to existing Retention policy for Hr Documents issued from OPM in 2012
Financial Management and Control-Administration	Non-Emergency Ambulance Garage	Vacation Application Forms (contains personal data)	Forms indicating the date applied for leave from the employee and relevant approval/refusal.	According to existing Retention policy for Hr Documents issued from OPM in 2012	None	According to existing Retention policy for Hr Documents issued from OPM in 2012
Financial Management and Control-Administration	Non-Emergency Ambulance Garage	Sick leave certificates (contains personal data)	The certificate referred by the General Practitioner authorizing the number of days of sick leave to the employee after a medical check up.	According to existing Retention policy for Hr Documents issued from OPM in 2012	None	According to existing Retention policy for Hr Documents issued from OPM in 2012
Financial Management and Control-Administration	Non-Emergency Ambulance Garage	Sick leave cards (contains personal data)	A yearly record sheet indicating a detailed record of the employee' sick leave.	According to existing Retention policy for Hr Documents issued from OPM in 2012	None	According to existing Retention policy for Hr Documents issued from OPM in 2012

IMPLEMENTATION OF THE RETENTION PERIOD

15. The implementation of the said retention periods shall come into force as from 16th July 2018 cover all data held at the Non-Emergency Ambulance Garage. The first step will be to dispose of old documents dating back decades held within the premises according to procedure and timeframes listed in this policy. Every file destroyed shall be documented by the staff to keep a track record. Eventually officers responsible for data listed in the retention schedule will, following approval by the management team, dispose of such data according to the given timeframes.

CONCLUSION

16. This retention policy is intended towards achieving a good working balance between the retention of useful information and the disposal of data which is no longer required and is being unnecessarily archived. Data that needs to be destroyed will be disposed of in an efficient manner to ensure that such information will no longer be available within the Non-Emergency Ambulance Garage. Data Protection Controllers, Heads, and DPOs will be made aware of the noted retention periods and will instruct all relevant personnel to follow the indicated procedures accordingly.

It is to be noted that anonymised data do not fall within the parameters of this Retention Policy, since they do not constitute identifying personal data

The Data Protection Officer of the Ministry for Health, Administration may be contacted at:

Address:

Ministry for Health

15, Triq il-Merkanti, Valletta

E-mail: dpoadministration.health@gov.mt

Telephone: 22992255

The Information and Data Protection Commissioner

The Information and Data Protection Commissioner may be contacted at:

Level 2, Airways House,

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Sliema SLM 1549

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