

The protection of confidential records during office moves

The following procedure must be followed when moving confidential records around the Trust (patient information, staff records etc) during office moves.

Container = box, crate, filing cabinet etc.

1. **List contents of each container** – A covering list of the contents of each confidential container should be created so that if any should go missing it is clear exactly what has been lost. The list should be held separately from the containers, preferably in electronic format on a backed-up system.
2. **Mark container clearly** – In addition to any labels provided by the removal company, crates or boxes should be very clearly marked with the following:
 - “Confidential Information”
 - *Name of person responsible*
 - *Department/Directorate*
 - *Full delivery address including postcode*
 - *Telephone number*
 - *Number of confidential crate/box e.g. “1 of 10”*The paper or label with this information should be firmly secured to the container so that it cannot be accidentally torn off.
3. **Seal the container** – Crates or boxes containing confidential information must be sealed prior to being moved. This can usually be achieved with the ties/tags provided with the crates that can only be opened if cut. If using boxes, the box should be taped closed.
4. **When transporting records** – Those responsible for moving records should never leave containers marked with confidential labels unattended, but should deliver them personally to the agreed location.
5. **Finally** – Containers should be counted back in by the responsible person and checked to ensure they have not been tampered with or opened. If any have gone missing an incident report form should be filled in as soon as possible.

Sending confidential information between sites by internal post

- The envelope should be sealed and marked “private and confidential”.
- The full details of the addressee (full address) should be marked on the envelope.