



Estyn information governance framework

November 2024

This report is also available in Welsh

Internally focused

Information security policy

This policy sets out our high level procedures to protect, to a consistently high standard, all our information assets. The policy covers security which can be applied through technology and process controls but perhaps more crucially it encompasses the responsibilities and behaviour of the people who manage information in line with our business.

IT usage policy

This policy sets out the rules and guidance for our IT users that help ensure use of our systems is efficient and secure and does not expose us to major business or legal risks. It includes information on how to take care of equipment, use of passwords and security measures, personal use of equipment, and use of email, MS Teams and internet.

Information Assurance Policy

This policy describes our approach to information assurance and provides guidance on the use of protective markings and handling instructions for information and documents.

It sets out the specific responsibilities of Information Asset Owners and the general requirements for all staff to take appropriate protective care when creating, sharing and storing information. The policy reinforces the importance of prompt reporting of all information security incidents and/or 'near misses' so that swift action can be taken to contain an incident, notify those affected and prevent a similar incident happening in future.

Social media policy and guidance

This policy outlines our rules and expectations for social media usage within Estyn. The guidance is to encourage and enable Estyn staff to use social and other digital media appropriately to enhance the work of Estyn, while also retaining the highest levels of integrity.

Externally focused

Access to information policy

This policy sets out the rights of access to particular information we hold as a public authority and the process for making a request to receive such information; it covers the arrangements that we have in place to ensure compliance with the General Data Protection Regulation 2018 (GDPR), Data Protection Act 2018 (DPA), the Freedom of Information Act 2000 (FOIA), and, the Environmental Information Regulations 2004 (EIR).

Publication scheme policy

Our publication scheme explains how information about us and our work is routinely made available to the public. In line with requirements of the Freedom of Information Act 2000 (FOIA), our publication scheme specifies:

- what information we undertake to publish as a matter of course
- how we publish this information
- whether the information is free of charge or available on payment

The seven classes of information that Estyn commits to publishing are:

1. What we are and what we do
2. What we spend and how we spend it
3. What are our priorities and how are we doing
4. How we make decisions
5. Our policies and procedures
6. Lists and registers
7. The services we deliver

Records retention and disposal schedule

Our retention schedule sets out the length of time which we keep specific types of information created in the course of our business and the action which should be taken when the record is of no further use.

This schedule covers data held in a variety of formats, on paper and electronically. We follow best practice and where required comply with retention periods governed by legislation or regulations: the General Data

Protection Regulation 2018 (GDPR), Data Protection Act 2018 (DPA), and the Freedom of Information Act 2000 (FOIA).

Privacy notices

Privacy notices set out the standards that can be expected from Estyn when we collect personal information, in particular:

- how we use personal information relating to individuals we have dealings with
- what rights individuals have in relation to their personal information and various other matters required under data protection law.
- how they can object to our use of their personal information, how they can withdraw any permissions they have given to us to enable us to process their personal information and what to do if they have any feedback or a complaint

Complaints handling procedure

The complaints handling procedure explains how to make a complaint about the quality of our services. We are committed to providing the highest standard of service to everyone we work with. Our aim is to get things right first time. However, if we don't, we want people to tell us, and we will do our best to resolve the matter as quickly as possible.