You're not alone: QMS is by your side

One of the things that sets us apart is our commitment to stripping away the hassle and making things work for our customers on a day-to-day basis. We don't want to see our manuals sitting on shelves. We believe in simple, practical ways of working to bring reduced costs, improved efficiency and enhanced reputation.

The best part is that even after you've gained certification, we'll continue to support you at every step. We also offer a range of support, training and certification services, to help you:

Training

Internal audits, management reviews, handling non-conformances and keeping your manual up to date can all seem a bit daunting. Don't worry. We'll help you and your team to manage every aspect of your Personal Information Management System in a way that gets the results you need. We offer on-site training and host training seminars at selected venues, nationwide, throughout the year.

Support

QMS can offer support to any organisation with an existing Personal Information Management System in operation. Our support packages start from £49 per month and include an annual on-site visit, as well as telephone and email support. In addition to the standard support package you will gain membership to 'LAUNCHPAD', our online client portal for digital management of your manual and certificates, where you can also access templates and video tutorials.
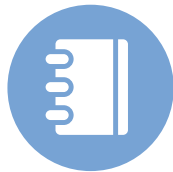
Manual Compliance

If you have drafted your own manual, or used a consultant to draft it on your behalf, we offer a FREE desktop review. Subject to passing the review, a compliance audit will need to be arranged to ensure that the manual has been implemented correctly. If all goes to plan, we'll then present you with your certification.

QMS
INTERNATIONAL
A CITATION COMPANY

Contact us today

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Understanding **BS 10012**

Implementing a Personal Information Management System

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What is BS 10012?

A Personal Information Management System sets out the ways in which your organisation will store and process the personal information of your employees and customers. It focuses on protecting the privacy and rights of those who's personal information you hold, ensuring you are meeting current legal obligations for data protection.
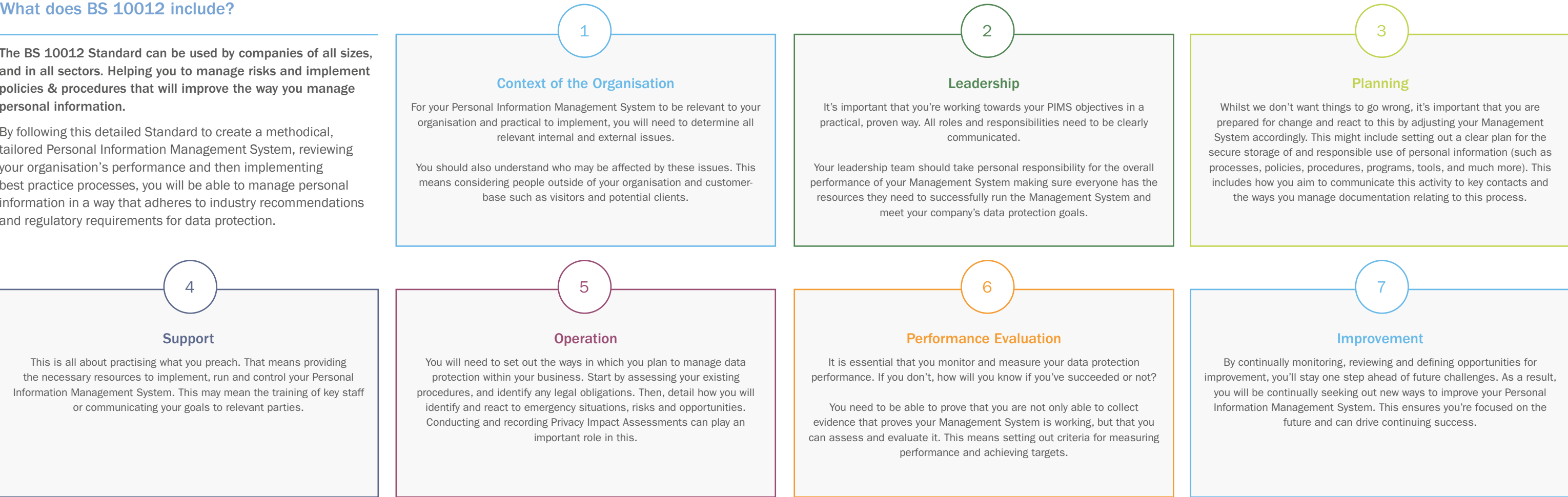
The BS 10012 Standard explains what is expected from a 'best practice' Personal Information Management System and the requirements help to ensure you processes are aligned with the principles of the General Data Protection Regulation (GDPR). Covering everything from collecting, processing and retaining information, right through to how you would correctly dispose of personal information records.

Confidence that personal information is stored securely and managed responsibly"

What does BS 10012 include?

The BS 10012 Standard can be used by companies of all sizes, and in all sectors. Helping you to manage risks and implement policies & procedures that will improve the way you manage personal information.

By following this detailed Standard to create a methodical, tailored Personal Information Management System, reviewing your organisation's performance and then implementing best practice processes, you will be able to manage personal information in a way that adheres to industry recommendations and regulatory requirements for data protection.

1 — Context of the Organisation

For your Personal Information Management System to be relevant to your organisation and practical to implement, you will need to determine all relevant internal and external issues.

You should also understand who may be affected by these issues. This means considering people outside of your organisation and customer-base such as visitors and potential clients.

2 — Leadership

It's important that you're working towards your PIMS objectives in a practical, proven way. All roles and responsibilities need to be clearly communicated.

Your leadership team should take personal responsibility for the overall performance of your Management System making sure everyone has the resources they need to successfully run the Management System and meet your company's data protection goals.

3 — Planning

Whilst we don't want things to go wrong, it's important that you are prepared for change and react to this by adjusting your Management System accordingly. This might include setting out a clear plan for the secure storage of and responsible use of personal information (such as processes, policies, procedures, programs, tools, and much more). This includes how you aim to communicate this activity to key contacts and the ways you manage documentation relating to this process.

4 — Support

This is all about practising what you preach. That means providing the necessary resources to implement, run and control your Personal Information Management System. This may mean the training of key staff or communicating your goals to relevant parties.

5 — Operation

You will need to set out the ways in which you plan to manage data protection within your business. Start by assessing your existing procedures, and identify any legal obligations. Then, detail how you will identify and react to emergency situations, risks and opportunities. Conducting and recording Privacy Impact Assessments can play an important role in this.

6 — Performance Evaluation

It is essential that you monitor and measure your data protection performance. If you don't, how will you know if you've succeeded or not?

You need to be able to prove that you are not only able to collect evidence that proves your Management System is working, but that you can assess and evaluate it. This means setting out criteria for measuring performance and achieving targets.

7 — Improvement

By continually monitoring, reviewing and defining opportunities for improvement, you'll stay one step ahead of future challenges. As a result, you will be continually seeking out new ways to improve your Personal Information Management System. This ensures you're focused on the future and can drive continuing success.

How can I get a BS 10012 Management System to work in my business?

We understand that you've entered into this process because you're aiming for certification. To achieve this, you need to be able to prove that you have the correct structure in place to meet the requirements of the Standard.

By working with a QMS Consultant you will be able to achieve certification in less than 45 days, that's regardless of whether you have done this before or not, thanks to our simple 3-stage certification process:

1 — Manual

A QMS consultant will visit your organisation to review your current processes, highlighting any areas that do not meet the requirements of the Standard & creating the Documented Management System Manual for you.

2 — Implementation

Now it's time to make sure any required process or procedural changes are made, as highlighted in the review. Where required, QMS can provide templates to assist you in doing this.

3 — Certification

An Auditor must now visit your Organisation to check that the documented processes are being followed and that the necessary changes have been made. Once they are satisfied, and their recommendation for certification approved, you will be awarded your certification.

Certification Cycle

Once you've achieved certification, the Certification Cycle will commence. This is made up of surveillance and re-certification audits, one of which must take place each year. These audits provide QMS with the evidence required to verify your continued compliance with the Standard and confirm the continued validity of your Certification.