

Sanctus St Marks

POLICY

Confidentiality



Date: April 2017

Scheduled review: April 2018

Lead contact(s) Sally Smith

Applies to: All directors, staff and volunteers.

Aim

Sanctus recognises that any attendee has the right to expect that any information imparted by that attendee to Sanctus will be used for the purpose for which it was given and should not be released to any other person without the attendee's consent.

The right to privacy is essential to ensure that the attendee has trust and confidence in Sanctus and is treated with respect and dignity.

This policy and its principles extend to any information about the internal affairs of Sanctus which should be adhered to equally by the directors, steering group, staff and volunteers.

Why this policy is important:

- to respect the interests of all;
- to provide practical guidance which will add credibility to Sanctus and instil confidence in it;
- to protect the directors and its steering group, staff and volunteers;
- to comply with contract requirements; and
- to comply with the Data Protection Act 1984 for organisations maintaining computer records.

Sanctus Confidentiality Policy

Permission will be sought to collect information and the attendee will be informed of their right of access to this information (this will include information given from third parties, e.g. CAB, about the attendee).

Information should only be collected when it is necessary for a specific purpose and used only for that purpose.

If it is necessary to communicate information to a third party, consent, preferably in writing, should be obtained from the attendee.

Information and records must be stored securely and be accessible only to those with the right to see it.

Consideration must be given to the physical environment in which information is exchanged, e.g. telephone, photocopier, email etc.

Confidentiality may only be breached in extreme circumstances, e.g. incapacity of user, abuse, violence and serious danger to life.

Attendees should be made aware of this policy and of their right to complain, using Sanctus's complaints procedure, if information is divulged without their permission.

All directors, steering group members, staff and volunteers are to be made aware of this policy document

Confidentiality of Personal Information Regulations

For staff receiving information on attendees and volunteers.

All information concerning attendees/volunteers is confidential.

Information must not be disclosed to anybody other than in the following circumstances:

- With the attendee's and / or referrer's consent.
- To other workers/volunteers in Sanctus to the extent needed to enable them to carry out their work.
- To others involved in care work with the attendee, to the extent needed to enable them to carry out their work. Examples are health workers, social workers, and other voluntary organisations.
- In exceptional circumstances when the need to protect the health and welfare of the attendee or another person over-rides the attendee's right to confidentiality. Under these circumstances the Leader of Sanctus must authorise the disclosure.
- When disclosure is required by law.

Information on someone other than an attendee, such as their wife or husband, is also confidential and should not be disclosed to the attendee or to anyone else except as described above

Information supplied by a doctor or another health worker should not be disclosed without their consent.

Whenever you are not sure whether information should be disclosed you must consult with the Sanctus Leader.

I confirm that I must maintain the confidentiality of personal information entrusted to me in the course of my role and I undertake to abide by the Regulations.

Signed *Date*