



Charity Number: 1160538

Policy Documentation

CONFIDENTIALITY POLICY

Policy Reference	25
Status	Approved
Original Author	Jo Innes
Date Written	9/2/18
Date Approved on	14/5/18

1 Introduction

Confidentiality is important to maintain privacy, security and trust in personal and professional relationships. Confidentiality is valued and expected in any situation where sensitive information is accessed or shared.

2 Definitions

Term	Definition
Centre	The social hall managed by the Committee: Eastcott Community Centre, Savernake Street, Swindon, SN1 3LZ Telephone: 07599256969, e-mail: eastcottcommunity@yahoo.co.uk
Committee	The trustees who manage and run the Centre
GDPR	General Data Protection Regulations
Organisation	Eastcott Community Organisation

3 Why the policy exists

Everybody has the right to privacy and safety.

4 Scope

This policy covers all information, written and verbal. Written information is also subject to Data Protection which is covered by Policy 13 Data Protection Policy.

5 Responsibilities

Role	Responsibility
Staff and volunteers	as representatives of the organisation are expected to maintain confidentiality at all times.
Data Protection Officer	In addition to those outlined in the data protection policy they will also provide guidance on when information can be shared.

6 Policy

- Staff and volunteers must treat all information they have access to or are given as a result of their job/volunteering as being confidential unless advised otherwise.
- No information can be released to a third party without seeking the agreement of the individual concerned and the data protection officer.



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- The Organisation has a duty to safeguard all information received from hirers and staff.
- Staff and volunteers should not disclose personal details (home address, telephone number etc.) to individuals but should use the Organisation address when an address has to be given.
- As per the Data Protection policy staff have the right to access their own personal records including application forms, police checks, references etc. Should they wish to see these please speak to the Data Protection Officer.
- The adherence of the confidentiality policy will continue to be a requirement even after the cessation of employment/term of office.
- All personal information collected and held by the Organisation is covered by the Data Protection Act and GDPR. Please refer to our Data Protection Policy for full guidelines.
- The Confidentiality Policy MAY be breached if it is considered a user is putting the Organisation or any other users at the Centre at risk due to their misconduct or business mismanagement.
- The Confidentiality Policy WILL be breached when there is a risk or serious harm to an individual, including Child Protection issues. In the circumstance of significant risk to a child the Safeguarding Officer will inform the appropriate agencies or authorities (including the Police), depending on the details of the situation.
- Staff details will only be disclosed for purposes unrelated to their work for the organisation (e.g. financial references) with their consent.
- Information about volunteers will be made public according to their role, and consent will be sought for (a) the means of contact they prefer to be made public, and (b) any publication of information which is not essential for their role.
- Information about clients will be kept confidential, and only made public with their explicit consent. (This includes photographs.)
- Consent will be obtained from parents, if children's data is being stored or processed depending on the age of the child/young person in accordance with GDPR legislation.
- 'Sensitive' data about clients (including health information) will be held only with the knowledge and consent of the individual.
- Consent should be given in writing, although for in some instances it is not always practicable to do so. In these cases verbal consent must always be sought, documented and stored in a locked cupboard. The records to evidence consent – must include who consented, when (date and time), how, and what they were told.
- The Centre acknowledges that, once given, consent can be withdrawn at any time. There may be occasions where the organisation has no choice but to retain data for a certain length of time, even though consent for using it has been withdrawn.

7 Associated Policies

Policy Name	Policy Ref
Data Protection Policy	13
Safeguarding Policy	11



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8 Version Control

Version	2.1	Date created on	09/02/2018
Rational for changes	Create within new template & Adopt Advising Communities policy following GDPR		
	2.1 Eastcott Community Centre, rather than Savernake Hall		
Status	Approved		
Revision Author	Jo Innes		
Date Approved On	14/5/18	Review Date	May 2019
Approved By			
Name	Role	Date of signature	
Committee		See minutes	