

CONFIDENTIALITY POLICY AND AGREEMENT

Introduction

When we disclose personal information we all expect that it will be treated with respect. [Organisation]'s work means that we are trusted with personal information about customers and volunteers. This policy outlines what your responsibilities are and how you must treat and protect people's personal information. You will be expected to sign this document at the end to show that you agree to work within its principles.

Under Data Protection Legislation including the General Data Protection Regulations (GDPR), individuals have protection and rights regarding how their personal data is stored and used. [Organisation] is committed to complying with the legislation and ensuring that our customers, contacts and staff feel secure about the personal information we may hold on them. This Confidentiality Policy outlines our commitment and details your responsibilities as a member of staff and as a volunteer. Separately we also have a [Data Management/Protection] Policy that details how we record, store, manage and dispose of people's personal information.

Each of us is responsible for keeping personal information secure and processing it in accordance with these policies.

[Organisation] is voluntarily registered with the Information Commissioner's Office.

What do we mean by personal information?

An individual's personal information includes everything from their name and contact details to their personal history, background, aspirations and may include very sensitive information about their health and wellbeing. All of this information is important and must be treated with the same respect.

We may be given personal information verbally, in writing or electronically and we may store some of this information on databases, online or in hard (paper) copies. Regardless of how we get or store the information we must treat it in the same way and ensure it remains confidential.

What are our responsibilities?

As a member of staff or as a volunteer, all the personal information that you deal with must be treated in confidence. You must not share or pass onto anyone outside of [Organisation] information that relates to its clients or staff, unless there is legitimate reason for doing so and you have the permission of the individual concerned.

Personal information on clients will normally be shared with or be available to relevant staff and volunteers within [Organisation]. However, some information may be of such sensitivity

that access to it may be restricted to specific individuals, normally within the senior management team.

All staff and volunteers are expected to respect the right to privacy of other staff and customers. Anyone disclosing confidential information outside of [Organisation] whether in writing, electronically or verbally will be in breach of this Confidentiality Policy and may be subject to disciplinary action.

For operational purposes in their normal role most staff will have access to information contained in [name of your database(s)] or other management information systems. You must not attempt to access personal information contained on databases unless you have a legitimate reason to do so.

Are there any exceptions?

When working with customers or other staff it is important to understand that there may be times when information that is given to you, even if it is given in confidence, may need to be disclosed. Normally this would only happen when the information relates to an individual being at risk of harm or having been harmed. In such circumstances it is important to **let the person disclosing the information know that you cannot maintain its confidentiality** and that you are required to discuss what you have been told with [your line manager/senior manager etc]. You should then seek further guidance from [your line manager/senior manager etc].

In the event of information being disclosed to you that may be relevant to the police, you must bring this immediately to the attention of [the CEO/senior manager/person responsible] who will support you and make sure that the appropriate action is taken.

Agreeing to abide by this policy and the Data Management Policy

All employees and volunteers are required to abide by this policy and [Organisation's Data Management/Protection Policy]. Once you have read both of these policies please sign below to indicate that you understand them and agree to work within the spirit of them. A copy of this signed document will then be stored on your personnel file.

Signature:

Date:

Name:

Role: