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| Your group name/logo.Confidentiality PolicyRegistration number/charity number  |
| This policy and guidance will be reviewed annually or if there are any changes in the related legislation or when an incident dictates. This will ensure that this document is current and fit for purpose. 1. ***These documents, templates and policies are for advice and support purposes only.***
2. ***You may edit and amend the documents to render them suitable for your group purposes.***
3. ***You must not sell or re-distribute any documents or derivatives thereof.***
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| This Policy was approved by (named person within your organisation) |
| Date of implementation |

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**Confidentiality Policy**

The aim of this policy is to set out clearly for staff, volunteers, service users/guests and external agencies how personal information will be managed by your Group Name.

1. **Introduction.** Your group name aims to provide a confidential service. All your group name staff, whether paid or voluntary, are expected to treat with confidence any information obtained about anyone who uses the service. “Treating with Confidence” means not disclosing or revealing any information to individuals or other agencies without the express permission of the user.
	1. The principle of this policy is to ensure that the safety of those in contact with your group name is maintained and that their rights are protected. Your group name is committed to maintaining high standards of confidentiality in all aspects of its work. This includes records and information pertaining to, but not exclusive of, employees, volunteers, service users/guests and prospective service users/guests. Breaches of confidentiality may jeopardise the wellbeing of staff, volunteers and service users/guests. Any breach of confidentiality may jeopardise your position.
	2. The purpose of this policy is to give guidelines on maintaining confidentiality and the circumstances where disclosures may be necessary and the procedure for doing so.
2. **Internal Confidentiality**. Confidentiality exists between service users/guests and the volunteers or group and not with a particular member of staff. Information can therefore be shared with all staff. This should be made clear to people who use the service. Information will routinely be shared with workers from other agencies who work regularly within the group, unless someone specifically asks not to do so and there is good reason for this.
3. **Case Files**. To protect the confidentiality of all service users/guests it is advised that case files only be kept should you have compliance with current legal Data Protection; this is identified on the gov.uk website below.
	1. Any service user/guest can look at their own file at any time. Files are kept secure in a locked office. Use this guide to help your group comply with current laws on data protection and confidentiality. <https://ico.org.uk/for-organisations/guide-to-data-protection/>
4. **Information Sharing.**  In order to best help people who use the service it is often necessary to be able to share information with other professionals and organisations. This will be explained to people and their consent will be recorded either via a signed consent form or in writing by email to a person with authority with your group name. This is always to be implemented in circumstances where a person wants your group name to act on their behalf.

4a) **Social Media**. When using social media sites like Facebook, Twitter, Instagram and YouTube, confidentiality must be maintained to the highest level. Any photographs or videos taken of any individual must only be done so with the express permission of the subject. Service users/guests information must never be discussed on public social media sites. Please see separate Social Media policy.

1. **Exceptional Circumstances**. There may be circumstances where it is not possible to maintain confidentiality. Any such situation must be referred to group name manager or team leader.
	1. Where someone requires urgent medical treatment
	2. Where there is evidence to suggest that the person is at serious risk of harming themselves or others
	3. If there are safeguarding issues; see also safeguarding policy
	4. In relation to someone who is involved in dealing drugs within the service
	5. Where a your group name worker is required to appear in Court
	6. Where the information is about an act of terrorism
2. **Exceptional Circumstances relating to Children and Vulnerable Adults**. If there is reasonable cause to suspect that a child or vulnerable adult is at risk of significant harm then the level of confidentiality will be over ruled by the need to protect the vulnerable person. The protection of any vulnerable person is higher than confidentiality. This is in line with the safeguarding policy.
3. **Procedure for breaking confidentiality**. If a volunteer/staff member breaks confidentiality it must first be reported to group name manager. In their absence a team leader or senior volunteer. Any break in confidentiality may jeopardise your position. \*\*This does not cover situations where it is deemed necessary to break confidentiality due to safeguarding but you may be asked to provide evidence of the need to break confidentiality.
4. **The Police.** Where the police approach your group name for information, all enquiries should be passed on to the person in authority or in their absence, a team leader. Your group name have a duty of care for each person using the service, all volunteers and paid staff.
5. **Personal information.** Personal details relating to workers, volunteers or service users/guests, including their home address, route home, social media accounts information or phone number **must not be given out to anyone** without their express permission.

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| Name | Signed  | Date |
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