



## Confidentiality Policy

IntaGR8 aims to provide a helpful, professional and high standard of service and this includes the right of Service Users to have information about them and their families kept confidential. This policy is based on the Caldecott Standards (précis attached) Developing a policy should provide reassurance to service users, give clear guidance for volunteers and staff, ensure compliance with legislation, and clearly set out circumstances where information will be shared. It will also reassure potential funders and statutory bodies that IntaGR8 takes its responsibilities seriously.

When delivering IntaGR8 services, volunteers and staff may be given information of a personal nature. All staff and volunteers must understand and accept their responsibility not to disclose this information. The information remains confidential to, and the property of IntaGR8 and remains so even if staff member or volunteer leaves IntaGR8.

### Implementation

- 1 **Justification.** Personal information will only be collected where necessary and will be used only for that purpose.
  
- 2 **Information Retained**
  - a) IntaGR8 will comply with all relevant legislation, including Information Act 2000 Data Protection Act 1998, Care Standards Act 2000 & Human Rights Act 1988
  - b) **Storage**
    - i) All paper records will be stored in lockable cabinets, with access restricted to staff members who have a justifiable need to access them.
    - (ii) Electronic – all information will be stored securely using methods such as password protected files through to encryption, with access limited to the those who need the information to carry out their work.

Policy prepared by	Rachel Raper
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Sept 2015	
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(iii) On occasions, where information may be needed outside of the office on, for example, home visits, the documents/electronic devices must never be left unattended or unprotected.

### 3 Expectations

- a) IntaGR8 expects that all staff, volunteers and Directors will demonstrate respect and courtesy for others and will not gossip using confidential information obtained during their duties with IntaGR8. This does not restrict discussion of cases, the performance of staff or volunteers during supervision or in disciplinary or grievance procedures.
- b) It is expected that no one will unnecessarily disclose personal information about other staff, volunteers or service users.
- c) It is expected that staff, volunteers and directors will not discuss service users, other staff or volunteers in front of others

### 4 Services

- a) Only information necessary for a service to be offered will be collected.
- b) All staff and volunteers will be expected to undertake appropriate training in confidentiality,

### 5 Exceptions Service users should be made aware that, under some defined circumstances, information will be shared with others.

- (i) Where there are reasonable grounds to believe that there is a risk to another whether it is a child or adult. Under this circumstance, reference will be made to the Safeguarding Policies: In file
- (ii) Where there are reasonable grounds to believe that the individual is at risk, so that, should medical help be summoned, it is right to give any known information about the medical condition of the service user.
- (iii) Where information gathered would be of use in seeking further funding, or evaluation for a funder, scenarios may be used ensuring that all such information is anonymised.

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## 6 Breaches of Confidentiality

Breaches of confidentiality made by either staff or volunteers will be subject to the disciplinary procedures.

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### **Caldicott Key Principles**

- 1 Justify the purpose
- 2 Do not use identifiable information unless it is absolutely necessary
- 3 Use the minimum necessary identifiable information
- 4 Access to identifiable information should be on a strict need to know basis
- 5 Everyone with access to identifiable information should be aware of their responsibilities
- 6 Understand and comply with the law

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