



# *Confidentiality Policy*



## The Principle

The underlying principle is trust and trustworthiness. The term ‘confidentiality’ comes from the word ‘confide’ and ‘confidence’ meaning to tell or ‘entrust’ with secrets or information of a personal nature. It speaks of ‘firm trust’ and ‘assured expectation’. The nature of the work of Evergreen Care Bexley means that we are ‘entrusted’ with the private concerns of others. This is an enormous privilege and carries with it great responsibility. Staff and volunteers registered with Evergreen Care Bexley will be expected to honour in every regard all information ‘entrusted’ to them and the organisation.

It is of paramount importance that any user of Evergreen Care Bexley support and or services should rightfully expect that information verbal or written, given to its Trustees, staff or volunteers is used only for the purpose for which it was given and should not be released to any other person or organisation without the user’s consent.

In addition the principle of confidentiality extends to all relevant information about internal affairs of Evergreen Care Bexley, its Trustees, staff and volunteers.

## The Policy - is intended to:

- Protect the interest of the 1) service users and 2) the organisation, its trustees, staff and volunteers.
- Provide practical guidance and promote best practice thereby adding credibility to the work of Evergreen Care Bexley and instil confidence in it.
- Comply with the Data Protection Act 1998.

## The Policy States that

1. Permission must be sought before information is collected and users informed of the purpose of the information.
2. Information should be collected only when it is necessary and used only for the purpose for which it is collected.
3. If information is to be divulged to a third party consent must be obtained from the user/person concerned.
4. Information and records must be stored securely.
5. Records no longer necessary to the organisation must be shredded.
6. To ensure confidentiality, consideration and provision of a secure environment where information is exchanged ie. private office, phone conversation, fax and photocopier is essential.

7. Confidence should only ever be broken when not to do so would place the user in danger of some kind, the user or person concerned must be informed of the intended breach and your line manager only must be notified with the information.
8. Users will be made aware of this policy and of their right to complain if information is divulged without their permission.
9. Staff and volunteers must be familiar with and practise the 8 Data Protection Principles found in the Data Protection Act 1998: These specify that personal data must be:
  - processed fairly and lawfully
  - obtained for specific and lawful purposes
  - be adequate, relevant and not excessive
  - be accurate and up to date
  - not kept any longer than necessary
  - processed in accordance with the ‘data subjects’ rights
  - be securely kept
  - not transferred to any other country without adequate protection

## Disclosure

The volunteer/employee shall not disclose or use or cause to be used, at any time during their involvement with the Charity, or at any time thereafter, any information relating to the operational systems and methods of Evergreen Care Bexley including all information set out in the Handbook of Evergreen Care Bexley.

## Declaration

I have read and understand Evergreen Care Bexley’s Policy on Confidentiality and am committed to exercising due diligence and responsibility in my role and service whilst registered with Evergreen Care Bexley.

Name: ..... Date: .....

Signature: .....

**As an organisation** – we are committed to reflecting the Trust and Trustworthiness of Jesus Christ and aspire to personal and professional integrity in all of our dealings with each other and those we serve.

## Proverbs:

Watch your words and hold your tongue; you'll save yourself a lot of grief.

A gadabout gossip can't be trusted with a secret, but someone of integrity won't violate a confidence.

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