



Charity number 1197599

## Confidentiality Policy for Brereton Big Local CIO

### This policy should be read in conjunction with Data Protection Policy

The confidentiality policy sets out the Charity's practices and procedures on the disclosure of information. The policy must be observed by all who work or volunteer at Brereton Big Local CIO and have access to person-identifiable information or other confidential information.

#### Introduction

This policy applies to all staff, trustees, and volunteers of Brereton Big Local CIO. The data covered by the confidentiality policy includes:

- Information about the Charity, e.g., its plans or finances
- Information about individuals, e.g., clients, volunteers and staff whether recorded electronically or in paper form.
- Information about other organisations

#### Reasons for this Policy Statement

- To protect the interests of our clients, staff, and volunteers.
- To ensure all clients have trust and confidence in the Charity and that their dignity is respected.
- To protect the Charity, its trustees, staff, and volunteers.
- To comply with data protection law.

#### It's Meaning

- All personal information about staff, volunteers and trustees should be treated as confidential.
- All information about the activities and business of the Charity and other should be treated as confidential.
- Under no circumstances should staff, trustees and volunteers share personal or other confidential information with their own partners, family, or friends.

#### Information about individuals

Brereton Big Local CIO is committed to ensuring confidential services to all clients and will seek to ensure that:

- All personal information will be treated as confidential. Information will only be collected that is necessary and relevant to the work in hand. It will be stored securely, accessible only on a need-to-know basis to those members of staff and volunteers duly authorised.
- The retention periods of personal information is covered in the retention section of the Data Protection Policy which should be read in conjunction with this policy.
- Paper records will be kept in a locked cabinet with restricted access.
- Every effort will be made to ensure the physical environment in which face to face discussions and telephone conversations take place does not compromise user confidentiality.
- Clients will be made aware of their right to complain if they feel confidentiality has been breached.



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## **Other Information**

In the course of their work with Brereton Big Local CIO, staff, trustees and volunteers may be privy to information about the business and other activities of the Charity or of other organisations which should remain confidential and not be shared with others, including colleagues.

Situations in which confidentiality will need to be broken.

It is the responsibility of all staff, trustees, and volunteers to ensure that any concerns arising from situations they observe, allegations (reports from third parties) or disclosures (reports from someone about themselves) relating to potential abuse or where an indictable offence may have been committed, are reported even if they are unsure whether the concern is justified. It is not a breach of confidentiality to pass this concern on to an appropriate member of staff.

Please refer to the Safeguarding Policy.

## **Breach of Confidentiality**

Breaches of confidentiality will be dealt with through the Charity's staff, trustee, and volunteer disciplinary procedures as appropriate.

