



Confidentiality Policy: Information for Service Users

Disability Equality (NW) believes that offering a confidential service is of the utmost importance. Our service is confidential and any information or personal details you share with us, will be kept safe and confidential within our organisation, however in certain circumstances we may have to share all or some of the information with others. We believe it is essential to keep people safe from harm and we must comply with the law. We may need to break confidentiality in the following circumstances:

- With your informed consent we can share information with other people/agencies for example helping you report to the Police or Social Services.
- If we have reason to believe that you or someone else is at risk of significant harm, we may need to involve the police. Unless that risk is imminent we will discuss the situation with you before disclosing anything.
- If we suspect that a child, young person or vulnerable adult is at risk of harm we must inform social services and / or the Police. This is a legal requirement.
- If a judge or magistrate directs that information must be disclosed to the court we will comply with the direction.

Unless we believe there is a risk of harm or it's a legal requirement, we will always protect your confidentiality and not pass on your personal details or any other information that could identify you, to any other agency, without your permission.

Policy Contact: Melanie Close, Chief Executive



Confidentiality Policy: Information for Volunteers

Disability Equality (NW) believes that offering a confidential service is of the utmost importance. Our service is confidential and any information or personal details shared with us will be kept in locked filing cabinets which only staff and volunteers have access to. All information is confidential to the organisation not the individual. However in certain circumstances we may have to share all or some of the information with others. We believe it is essential to keep people safe from harm and we must comply with the law. We may need to break confidentiality in the following circumstances:

- With informed consent we can share information with other people/agencies for example helping people report to the Police or Social Services.
- If we have reason to believe that someone is at risk of significant harm, we may need to involve the police. Unless that risk is imminent and were possible we will discuss the situation with the individual concerned before disclosing anything.
- If we suspect that a child, young person or vulnerable adult is at risk of harm we must inform social services and / or the Police. This is a legal requirement.
- If a judge or magistrate directs that information must be disclosed to the court we will comply with the direction.

Unless we believe there is a risk of harm or it's a legal requirement, we will always protect your confidentiality and not pass on your personal details or any other information that could identify you, to any other agency, without your permission.

However under **NO** circumstances (including those above) should a volunteer breach confidentiality without first discussing it with the Volunteer Co-ordinator or Manager. Individual volunteers will meet regularly with the Volunteering Co-Ordinator to discuss their work. Confidential notes will be taken. Volunteer group support sessions will also be held where issues will be discussed, individual cases may be discussed that these meetings but should not be discussed outside of Disability Equality (NW) including with volunteers friends, family or partner.

If when telephoning a client somebody other than that person answers the phone confidentiality principles apply and information should not be shared unless we have consent to do so.

If volunteers are to make phone calls or write letters on a client's behalf a client consent form should be completed first.

A breach of confidentiality will be treated as a very serious matter. If confidentiality is broken the steering group will be informed and will make a decision on what action to take.

I agree to abide by the above policy and I agree that I should not discuss client's or individuals details with anyone outside of Disability Equality (NW) unless instructed to do so.

Signed:

Print Name:

Date:

Policy Contact: Melanie Close, Chief Executive
Policy written April 2015, agreed by DENW trustees



Confidentiality Policy

Information Staff

Confidentiality

1. All information that:-
 - a. is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence;
 - b. relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort; and
 - c. has not been made public by, or with our authority;shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment, disclose such information to any person without our prior written consent.
2. You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your employment with us, or at any other time upon demand, return to us any such material in your possession.

Policy Contact: Melanie Close, Chief Executive