



## 6. Confidentiality Policy & Procedure

### 6.1 Statement

Wyke Community and Children's Centre believe that details regarding other people should only be shared on a need to know basis. Any details of a personal nature will only be disclosed with the consent of the person involved.

We understand that information is gathered by staff members during the course of their work. In some circumstances, this information will not be stated as confidential and staff members may have to exercise common sense and discretion in identifying whether information is expected to be confidential. If in doubt, always seek advice from your line manager.

### 6.2 Implementation & Procedure

We will ensure that:

- Employees and volunteers feel able to share information with their line manager in order to discuss issues and seek advice.
- Employees and volunteers will not exchange personal information or comments (gossip) about individuals with whom they have a professional relationship.
- Employees should not talk about the organisation or individuals in a social setting.
- Employees and volunteers will not disclose to anyone, other than their line manager or 'Designated person any information considered sensitive, personal, financial or private without the knowledge or consent of the individual concerned.
- No information will be disclosed to any third party without the explicit written consent of the individual concerned. The line manager/designated person must be informed of the course of action an employee wishes to take before any information is disclosed.
- Any information collected must be for legitimate reasons. Information not to be used in such a way that there would be an unjustified adverse effect on the individual. We will always be transparent about how the information will be used. We will handle all personal data in ways they would reasonably expect and make sure nothing unlawful is done with the data.
- Where there is a legal duty for us to disclose information, the person to whom the confidentiality is owned will be informed that the disclosure has or will be made (unless it is deemed that doing so would put a child at risk).

### Access to information

- Where information is sensitive, i.e. family in crisis, it will be confidential to the employee dealing with the case and their line manager. Such information should be clearly labelled 'Confidential', kept in a locked cabinet/cupboard and only be accessed by the relevant persons.
- Information is confidential to our organisation.
- Personal information regarding our service users, outreach clients or any other person giving details will remain at our registered office..
- Clients of outreach and Family Support Workers may have access to any information kept on them by authorising this through the Centre Management. Sensitive information will only be made available to the person named on the file.
- Employees may have sight of their personnel records, by giving 7 days notice in writing to the Centre Management.
- When working on confidential documents, employees must ensure that any information is not able to be seen or read by people in passing. This includes records or contact lists being left open on desks, information on computer screens not being visible and in the case of photocopying, ensuring sensitive documents are placed face down when finished with.

### **6.3 Roles and Responsibilities**

All employees and partner agencies are responsible for ensuring the confidentiality of our service users is maintained.