



CONFIDENTIALITY POLICY

Our service comes into contact with a large number of people who are vulnerable because of age, illness or disability. As part of a high quality service we place great importance on maintaining the confidentiality of our members.

1. Staff and volunteers will not discuss anything regarding members outside **The Bridge**.
2. However, if they are told something, which concerns them, they should tell the person that they are obliged to pass the information on to the Chief Officer and they should do this at the earliest opportunity.
3. It is important to share information which may assist staff in giving the best service for the individual, with the consent of the individual. However, safeguarding issues can be disclosed without consent, as per the safeguarding Adults at Risk Policy.

List of Confidential Procedures

1. All information kept in client's files is confidential
2. Conversations regarding clients should be dealt with in a confidential manner
3. Any paperwork that is forwarded to volunteers regarding clients must be marked private and confidential
4. Any information kept by volunteers in their own homes must be kept in a confidential manner
5. Any paperwork on staff desks must be dealt with in a confidential manner
6. All staff and volunteers must behave appropriately regarding confidentiality

7. Any work being processed on the computer must be protected e.g. client's numbers can be used when sending emails
8. Client's wishes must be respected at all times
9. All recordings (e.g. files, messages, emails, telephone conversation) regarding clients must be purely factual
10. All staff and volunteers must be aware of the implications of the Freedom of Information Act.
11. All information must be relevant and up to date.
12. All old out of date information must be destroyed by cross shredding.