

Living Well Bromley

Confidentiality Policy

1. Introduction

- 1.1 This policy applies to all staff, Trustees and volunteers of Living Well Bromley. The data covered by the confidentiality policy includes:
- Information about the organisation, for example, its plans or finances
 - Information about other organisations
 - Information about individuals, for example, guests, volunteers and staff whether recorded electronically or in paper form
- 1.2 All staff, Trustees, volunteers and others who work at Living Well Bromley must respect the need for confidentiality of information held about anyone who comes into contact with the charity, and about any charity business. This is expected to continue even when contact has ceased with this person, and when the Trustee, volunteer or staff member no longer works for Living Well Bromley.
- 1.3 This policy should be read in conjunction with the *Data Protection Statement*.

2. Information about individuals

- 2.1 Living Well Bromley is committed to ensuring confidential services to all individuals. The confidentiality is between the individual and the organisation, not the members of staff delivering a particular service.
- 2.2 Confidential information will not be sought from a guest unless expressly in the interests of that guest, i.e. to enable a better service delivery.
- 2.3 Information will only be passed to another agency or to other individuals outside of the charity with the consent of the guest. Where possible this will be with written consent. If a member of staff or volunteer intends to get information from another agency to help the guest or to refer them to another agency then this must be explained to the guest and their permission given.
- 2.4 No personal information about staff, volunteers or guests will be given to any third party, including a member of their family, without the consent of that person. Information will only be divulged on a need-to-know basis.
- 2.5 Information will be treated in confidence and will not be divulged to anyone outside the organisation except where extenuating circumstances exist (see below). However, in order that we can provide the best possible help to our guests it may be necessary to share information with a manager or colleagues within Living Well Bromley.
- 2.6 All guests are entitled to privacy and will be made aware that they can specifically request to be seen in private.
- 2.7 In no circumstances should details of a guest be discussed away from Living Well Bromley or in an open plan area in such a manner that it is possible to identify the guest.
- 2.8 Staff and volunteers should take due care and attention when speaking to guests and using the telephone or email. No guest should be able to hear or see personal details of another guest without consent.

3. Use of guest information for publicity, reporting, training or accreditation purposes

- 3.1 Living Well Bromley needs to be able to give information where appropriate about the impact of our services.
- 3.2 If one of our services has an outcome which would provide useful material for publicity, reporting or training purposes, then wherever possible the permission of the guest will be sought in writing before the story is told to anyone else. If permission cannot be obtained then any details that would enable identification of the guest will be changed.
- 3.3 Living Well Bromley may be accredited for certain standards including the Advice Quality Standard. Guest records may be subject to external inspection as part of the accreditation process.

4. Children and young people

- 4.1 Living Well Bromley does not provide services directly to people under the age of eighteen and does not record their details. We will record relevant details about children within advocacy case records for adults.
- 4.2 See Living Well Bromley's *Data Protection Statement* for further details.

5. Limits to guest confidentiality

- 5.1 In certain circumstances, Living Well Bromley reserves the right to break confidentiality should this be deemed necessary. These circumstances include:
 - when it is believed that a guest could cause danger to themselves or to others
 - when we suspect abuse or have knowledge of abuse
 - if disclosure is required by law, for example, our legal obligations to prevent terrorism and money laundering
 - in a life or death situation where we need to protect a guest's vital interests or the vital interests of a third party
 - where we judge that sharing personal information is justified for the prevention of serious crime, in line with our confidentiality policy and legitimate charitable purposes
- 5.2 The decision on whether to break confidentiality will be decided on a case by case basis and always in conjunction with a manager.

6. Access to data

- 6.1 This policy operates on a need-to-know basis and apart from Trustees, staff and volunteers of Living Well Bromley, no-one will have access to guests or organisational information unless it is relevant to the service or their work.
- 6.2 All guests have the right to request access to all information stored about them, and have a right to see a copy of this confidentiality policy on request.

- 6.3 If any party concerned has a sensory or physical impairment, efforts should be made to ensure that all aspects of this policy and exchanges between parties are understood.
- 6.4 Significant breaches of this policy will be handled under disciplinary procedures (for staff).
- 6.5 See our Data Protection Statement for further details.

7. Evaluation and Monitoring

- 7.1 All staff and volunteers will be given a copy of the policy when they join Living Well Bromley and will sign the confidentiality statement that they will abide by this policy. Living Well Bromley will ensure that all staff and volunteers are trained in the application of this policy.

8. Review

- 8.1 This policy and will be reviewed by the Trustees nine months after initially being adopted and thereafter every two years.
- 8.2 We will review this policy and procedure to address legislative, regulatory, best practice or operational issues.

Date adopted: 27 September 2019

Last reviewed: 27 September 2019

Next review: March 2020