

CONFIDENTIALITY POLICY

AGE UK CROYDON is a registered charity no. 1081013 and a registered company no. 3921436. AGE UK CROYDON TRADING LIMITED, registered company no. 5792724 is a wholly owned subsidiary of AGE UK CROYDON. All Policies and Procedures apply to both companies.

AGE UK CROYDON is an equal opportunities employer and any discrimination or harassment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation will not be tolerated.

POLICY

- 1.0 AGE UK CROYDON recognises the right of the client to expect that any information they impart to staff and volunteers or members of the Board of Trustees will be treated as confidential and used only for the purpose for which it was given and not divulged to any other individuals or organisations without their consent. Information regarding an individual is deemed to be their property.
- 2.0 The aim of this policy is to ensure that all clients are able to trust and have confidence in AGE UK CROYDON and are treated with respect and dignity.
- 3.0 Clients, paid staff, volunteers or members of the Board of Trustees have the right to expect that any information they impart will only be used for the purpose for which it was given and not divulged to any other individuals or organisations without their consent.
- 4.0 The policy applies to all staff, volunteers and members of the Board of Trustees and is intended to protect the rights of clients, paid staff, volunteers and Trustees and the interests of the organisation.
- 5.0 This policy also covers the confidentiality of information on the internal workings and business affairs of the organisation.
- 6.0 All personnel have a responsibility to ensure that clients are made aware of the confidentiality policy at the earliest opportunity and ensure that they understand the only circumstances where confidentiality can be breached.
- 7.0 The permission of the client should be sought to process information at the outset of the case before any details about them is obtained.
- 8.0 Only information which is relevant and necessary should be obtained and should only be used for the purpose for which it was intended. It is not possible to guarantee to a client that information relating to them will be handled solely by the

initial member of staff but they should have confidence the information will only be accessible by the other members of the service team that the client is being supported by

9.0 Consent should be obtained before any information is disclosed to a third party, including telephone numbers and addresses. In all cases the client should be made aware of who the information is being given to and the reasons why.

10.0 Consent may be restricted to the disclosure of specific information.

10.1 There will be agreement with the client as to the kind and amount of information disclosed, in relation to the need.

11.0 BREACH OF CONFIDENTIALITY

11.1 Confidentiality will only be breached in exceptional circumstances where the failure to do so would place the client or other individuals in danger. In all cases the client must be told if the confidentiality policy is going to be breached and be given the reasons why.

11.2 Any unauthorised breach of confidentiality by personnel will be viewed as a disciplinary matter.

11.3 Any breach of confidentiality should be discussed and agreed with a senior manager, prior to any action being taken where practicable.

11.3.1 The line manager will act in accordance with AGE UK CROYDON Safeguarding Adults at Risk and Safeguarding Children's Policy. Records will be kept of any action.

11.4 A breach of confidentiality will only be considered in the following limited circumstances:

- a) allegations or suspicion of possible abuse, knowledge of criminal offences;
- b) risk to the safety of the client, volunteer, member of staff or others;
- c) when there is a danger of injurious harm, fraud, serious crime, child protection and safeguarding of vulnerable adults
- d) if there are any activities covered under the terms of the Terrorism Act 2006.

Date this policy came into effect, approved by the SMT	Signature: <i>Kate Pierpoint</i> Name: KATE PIERPOINT Date: 14/10/19
Next Review as agreed by the SMT	Date: Oct 2021

Name or position of person responsible for this policy	Signature: <i>Juan E Underhill</i> Name: <i>JUAN UNDERHILL</i> Position: <i>PROGRAMMING DIRECTOR</i>
Other related policies	Case Management & Record Keeping Complaints Conflict of Interest Consent Data Protection Data Security Home Working Supervision & Support Safeguarding Adults at Risk Training & Development Volunteering Whistleblowing
Law relating to this document	Crime & Disorder Act 1998 Anti Terrorism, Crime & Security Act 2001 Common Law Duty of Confidence Data Protection Act 2018 Mental Capacity Act 2005 Code of Practice Rehabilitation of Offenders Act 2019 Terrorism Act 2006
Useful information	Age UK Croydon Fair Processing Notice

