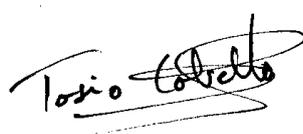


## AUKKC Confidentiality Policy

### Document Control Information

Version History			
Version	Date	Detail	Author
2.0	Oct 2015	Policy added to MDI. Full review of content scheduled	Richard Brine
2.1	Feb 2018	Update content	Tasio Cabello

Current Version	
Name of Group Approving the Document	N/A
Date of Group Approval	N/A
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Author	Richard Brine
Service Unit	All
Consultation Tracking Sheet	No

Approval Signature			
Version	Date	Signatory (Print)	Signature
2.1	Feb 2018	Tasio Cabello	

**AUKKC Confidentiality Policy**

**CONSULTATION TRACKING SHEET**

This document must be completed and accompany the document through the final ratification and authorisation process. A copy of this sheet should be included at the front of the final published policy.

**Name of Document:** AUKKC Confidentiality Policy

Name of person / team / committee asked to provide feedback	Date feedback request sent	Feedback received (Y/N)	Feedback incorporated into Policy (Y/N)

**Document History and Change Record**

The following are registered holders of controlled copies of this document:

Position	Version
Business Manager (Management Representative)	2.0

Amendment History			
Version	Date	Amendment	Approved By
2.0	Oct 2015	Document control information added	Richard Brine

**AUKKC Confidentiality Policy****CONFIDENTIALITY POLICY**

This policy sets out the organisation's position on ensuring confidentiality for the protection of both clients and volunteers. Confidentiality is the protection of information given by or about any individual seeking the assistance of or volunteering with Age UK Kensington & Chelsea and any other relevant information related to the organisation which is subject of being sensitive. The handling of confidential information about staff is treated under the data protection policy.

Confidentiality is between the individual and the organisation. It is not between the client or volunteer and the individual worker. That does not mean that everyone will have access to everything but only to that information which is relevant to the service of the client or the support and management of the volunteer and only by those people involved in the care or management of them.

Information concerning a client or volunteer should be discussed where such discussion will support the best interests of the client, for the protection of individuals or to ensure that an individual is fully supported in their volunteering.

Clients and their circumstances should only be discussed with family, friends, other clients or in any public setting with the client's permission.

In line with the Data Protection Policy, personal information, correspondence and notes relating to clients must not be left unattended or kept in such a way as to allow access to those not privileged to such information. Similarly, such information, correspondence and notes should be disposed of properly when no longer required, i.e. through shredding.

Staff are responsible for ensuring that clients and referring agencies are aware of the organisation's policy concerning confidentiality, and for ensuring that it is explained to them. It should be made clear that information is given to a worker as a representative of the organisation and it may need to be shared with other members of the organisation in order to effectively assist the client or volunteer.

The right to confidentiality may be overridden where there is evidence of:

1. the person or someone else being at risk
2. danger to the community and/or of serious crime
3. a requirement by law

All decisions to breach confidentiality must be dealt with on a case by case basis, agreed with a senior manager and clearly recorded in the case file and on the database.

## **AUKKC Confidentiality Policy**

The senior manager is responsible for recording this information as an incident on the incidents database.

During the course of our work, it is often necessary to share information with other agencies about individual clients so that they may access the services they want or need. The client must always be a part of this process and the worker should be guided by the client's views and preferences. No referrals should be made without permission being given by the client.

Exceptionally, some information may be shared with an outside agency without prior consultation. This must be agreed with a senior manager and the client should be informed at the earliest opportunity that confidential information has to be shared, and why.

No question involving confidential information should ever be answered over the telephone without establishing the identity and authenticity of the caller and, if necessary, confirming with a manager if it is appropriate to release the information. Any press queries should be referred to the Chief Executive.