Confidentiality Policy

**Introduction**

Wellbeing Challenge CIC recognises the great importance of confidentiality in the professional practice of its staff and its administrative procedures. It understands confidentiality to mean that information clearly intended for one purpose should not be used for another without the sanction of the person supplying that information.

**Confidentiality**

Information must not be divulged to another agency or person without the consent of the informant. The only exception is where there is clear evidence of misconduct, serious danger to the staff member or other persons in the community. Such information should then only be divulged after discussion with a senior member of staff.

Any disclosure of such confidential information must remain limited to the strict needs of the situation at the time and the staff member should not assume carte blanche to reveal matters which are not relevant to that situation.

Staff members must ensure that personal papers or records relating to service users are kept in a safe place over night. Reports should not be left in places where they may be seen by those not employed by Wellbeing Challenge CIC.

Confidential interviews must not be held in places where they can be overheard. No-one should be asked to give personal information in, for example, a hall, over a counter or in a place such as a passage or stairs where it may be overheard by others.

**Third parties**

It is not only clients who have the right to confidentiality. Third parties e.g. other agencies, must not be quoted without their permission or discussed with clients without the agreement of the third party. Discussion about clients must not take place in a public place and must be conducted at all times in a manner conducive to creating an atmosphere of trust.

Information must not be given to a third party over the telephone without the sanction of the original informant or client.

If information is to be transmitted to a third party e.g. to another agency or an internal committee of Wellbeing Challenge CIC, then the information to be transmitted must be clearly agreed between the staff member and the subject of the transmission. In certain circumstances it may be advisable for the subject to be given details in writing of the information to be submitted and signify his/her agreement by signing and returning the document.

### Care should be taken to ensure that when records are destroyed this is done effectively.

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