

# Biddulph Youth and Community Zone Ltd (BYCZ)

## Confidentiality Policy

This policy applies to all staff (including contractors), trustees and volunteers of BYCZ. The information covered by the confidentiality policy includes:

- Information about the organisation, for example, its plans or finances;
- Information about other organisations; and
- Information about individuals, for example, centre users, volunteers and staff whether recorded electronically or in paper form.

All staff (including contractors) volunteers, trustees and others who work at BYCZ must respect the need for confidentiality of information held about anyone who comes into contact with BYCZ, and about any BYCZ business. This is expected to continue even when contact has ceased with this person, and when the volunteer, trustee or staff member no longer works with BYCZ.

### **Information about individuals**

BYCZ 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.

Confidential information will not be sought from a service user unless expressly in the interests of that service user, i.e. to enable a better service delivery. Where written documentation is held, it will be kept securely in accordance with our Data Protection Policy.

Information will only be passed to another agency or to other individuals outside of BYCZ with the consent of the service user, where possible this will be with written consent, unless required by law. If a member of staff or volunteer intends to get information from another agency to help the service user or to refer them to another agency, then this must be explained to the service user and their permission given.

No personal information about staff, volunteers or service users will be given to any third party including a member of their family, without the consent of the service user. Information will only be divulged on a “need to know” basis.

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 service users it may be necessary to share information with the Centre Manager or colleagues within BYCZ.

All customers and centre users are entitled to privacy and will be made aware that they can specifically request to be seen in private.

In no circumstances should details of a service user be discussed by anyone outside of the organisation or in an open plan area in such a manner that it is possible to identify the service user.

Staff and volunteers should take due care and attention when speaking to service users and using the telephone. No service user should be able to hear a conversation or personal details of another service user.

### **Use of service user's information for publicity, reporting or training purposes**

BYCZ does need to be able to give information where appropriate about the impact of our services.

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 service user 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 service user to be made will be changed.

### **Limits to service user's confidentiality**

In certain circumstances, BYCZ reserves the right to break confidentiality should this be deemed necessary. These circumstances include (in accordance with our Safeguarding Policy):

- If a member of staff believes that a service user could cause danger to themselves or to others;
- If a member of staff suspects abuse or has knowledge of abuse;
- If the service user gives information which indicates that a crime has been committed;
- If disclosure is required by law, for example, by the police or a court order; and
- If a person is felt to lack the mental capacity to make a decision. In such cases staff or volunteers will discuss with the Centre Manager and they will only act in the service user's best interests.

The decision on whether to break confidentiality will be decided on a case by case basis and always in conjunction with the Centre Manager.

### **Access to data**

BYCZ operates on a "need to know" basis and, apart from staff and volunteers in the office of BYCZ, no-one will have access to service user or organisational information unless it is relevant to the service or their work.

All service users and clients 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. 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.

Significant breaches of this policy will be handled under BYCZ's disciplinary procedures.

Signed:..........Print Name:.....Melanie Sproston.....

Role:.....Chair.....Date:.....29.11.18.....

Reviewed by Board 14.01.21

Next Review: Jan 2023