



Confidentiality Statement and Policy

Many of the people with whom Faithworks Wessex is involved with may be “at risk” or considered vulnerable by virtue of their circumstances, disability and/or isolation. As a result of this we recognise that staff and volunteers will, in the course of their work, be in receipt of information which is personal and sensitive.

The Data Protection Act 1998 makes compliance with strict rules of confidentiality a clear legal responsibility. In accordance with this all sensitive information that is to be kept confidential must follow the Caldicott Guidelines which list 6 principles of good practice when dealing with confidential information:

Justify the purpose. Every proposed use or transfer of service user identifiable information within, or from an organisation should be clearly defined and scrutinised; with continuing users regularly reviewed, by an appropriate guardian.

Don't use service user identifiable information unless it is absolutely necessary. Service user identifiable information items should not be included unless it is essential for the specified purpose(s) of that data flow. The need for service user to be identified should be considered at each stage.

Use the minimum necessary service user identifiable information. Where the use of service user identifiable information is considered essential, the inclusion of each item of information should be considered and justified so that the minimum amount of identifiable information is transferred or accessible as necessary.

Access to service users' identifiable information should be on a strict “need to know” basis. Only those who need to access service user identifiable information should have access to it, and they should only have access to the information that they need to see. This may mean introducing access controls or splitting information flows (where there is one flow used or several purposes).

Everyone with access to service user identifiable information should be aware of his or her responsibilities. Action should be taken to insure that those handling service user identifiable information (both frontline and support staff) are made fully aware of their responsibilities and obligations to respect service user confidentially.

Understand and comply with the law. Every use of service user identifiable information must be lawful. The Faithworks Wessex Chief Executive will be responsible for ensuring that the organisation complies with legal requirements.

1. All sensitive information should be respected and not disclosed to other persons outside Faithworks Wessex unless instructed to do so by your project Coordinator/Line Manager. As stated in the Caldicott Guidelines, whenever sensitive information is disclosed the reason for doing so must be justified.

2. Guidelines regarding the handling of personal and sensitive information:
 - Information regarding clients should not be disclosed to other users of the service.
 - Information regarding clients should not be disclosed to member of your family or friends.
 - Written information regarding clients should not be left in public places, or where others not associated with the support of that person may have access to it.
 - Written information regarding clients should not be left in your car.
 - Where staff or volunteers (e.g. telephone befrienders) are using FWW systems such as “Charity-log”, they should ensure that keep their login details confidential, and ensure that they log out at the end of the session.

3. Volunteers/employees may be asked by a client to hold information in confidence. However, the nature of information shared may be such that volunteers/employees have a general duty to disclose such information to other parties e.g. in the case of alleged abuse. Volunteers/employees should therefore ensure that they appropriately notify the client of their general duty of care, which requires them to report information received.

4. Any breach of these guidelines is a disciplinary offence and will be dealt with according to the Faithworks Wessex disciplinary procedures.

5. If there are any concerns about confidentiality, then volunteers / employees should speak to their line manager and/or the Operations Manager.

6. This policy will be reviewed regularly by the trustees of Faithworks Wessex.

I hereby confirm that I have understood and will comply with this confidentiality policy.

Signed.....*Date*.....

Name.....*Role*.....