



Confidentiality Statement and Policy

All information on service users, volunteers, donors and supporters is kept securely and treated in confidence. Faithworks Wessex (FWW) is registered with the Information Commissioner's Office (ICO) and is aware of its responsibilities under General Data Protection Regulations (GDPR). Therefore, this confidentiality policy must be read in conjunction with the Faithworks Wessex Data Protection Policy.

1. General principles

- 1.1. As noted in the FWW Data Protection policy, personal data shall be processed lawfully, fairly and in a transparent manner; it will only be collected for specified, explicit and legitimate purposes. We will only hold data that is relevant and ensure it is accurate, kept up to date, and processed in a manner that ensures appropriate security of the personal data.
- 1.2. FWW recognises that employees, volunteers and trustees gain information about individuals and organisations during the course of their work or activities. In most cases such information will not be stated as confidential and employees and volunteers may have to exercise common sense and discretion in identifying whether information is expected to be confidential. This policy aims to give guidance but if in doubt, seek advice from your line manager and/or the Operations manager.
- 1.3. Information given to staff members or volunteers acting on behalf of FWW is considered to be given to FWW as an agency rather than to the individual employee or volunteer. In order to give the best possible service to users of FWW services, it is sometimes desirable to share information with other employees and volunteers in the organisation.
- 1.4. Constructive liaison with other agencies is sometimes essential if individuals and groups are to be offered an effective service by FWW. However, confidential matters must not be discussed outside of FWW without the prior permission of the individual or organisation.

2. Guidance for employees and volunteers

- 2.1. Employees and volunteers must not give out their own personal contact information (home address, personal email or telephone) to service users.
- 2.2. Employees and volunteers should not exchange personal information or comments (gossip) about individuals with whom they have a professional relationship; this includes with family members and friends.
- 2.3. It is not appropriate to discuss sensitive information about a person (e.g. religion, sexuality, health) without their prior consent.
- 2.4. Employees and volunteers should avoid talking about organisations or individuals in social settings.

- 2.5. 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 (including vehicles or insecurely at home)
- 2.6. Employees and volunteers are able to share information with their line manager in order to discuss issues and seek advice.
- 2.7. Where employees 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. Duty to disclose information

- 3.1. There is a legal duty to disclose some information including:
 - 3.1.1. Child abuse will be reported to the Police and Safeguarding teams
 - 3.1.2. Drug trafficking, money laundering, acts of terrorism or treason will be disclosed to the police
 - 3.1.3. Where there is concern about a person’s actions causing harm to themselves or to others, this will be disclosed to Council Safeguarding teams.
- 3.2. In addition, an employee or volunteer believing an illegal act has taken place, or that a user is at risk of harming themselves or others, must report this to the Chief Officer who will report it to the appropriate authorities.
- 3.3. Where there is a legal duty on FWW to disclose information, the person to whom the confidentiality is owed will be informed that disclosure has or will be made.

4. Breach of confidentiality

- 4.1. Employees who are dissatisfied with the conduct or actions of other employees, volunteers or FWW should raise this with their line manager using the grievance procedure, if necessary, and not discuss their dissatisfaction outside of FWW.
- 4.2. Employees or volunteers accessing unauthorised files or breaching confidentially will face disciplinary action. Ex-employees breaching confidentiality may face legal action.

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