

Lancaster Green Spaces - Confidentiality policy v.2

Key details

- Policy prepared by: Simon Gershon, Trustee
- Approved by trustees on: 22/11/2018
- Policy operational on: 1/12/2018
- Next review date: 1/12/2020

Introduction

This policy applies to all Trustees, Contractors, Consultants and Volunteers working with or for Lancaster Green Spaces. The data covered by the confidentiality policy includes:

- Information about the organisation, for example, its plans or finances
- Information about other organisations
- Information about individuals, whether recorded electronically or in paper form

All people working with or for Lancaster Green Spaces. must respect the need for confidentiality of information held about anyone who comes into contact with the charity, and about any charity business. This is expected to continue even when contact has ceased with this person, and when the person no longer works with or for Lancaster Green Spaces..

This policy should be read in conjunction with the Lancaster Green Spaces Data Protection Policy.

Information about individuals

Lancaster Green Spaces is committed to ensuring confidentiality for all people. Confidentiality is between individuals and the charity, not between the people delivering a particular service.

Information will only be passed to another agency or to other individuals outside of the charity with the consent of the person, preferably as written consent. If a trustee, contractor or consultant intends to exchange information with another agency, to help the volunteer, then this must be explained to the volunteer and their permission received.

No personal information about anyone will be given to a third party, including members of their family, without the consent of the volunteer. Information will only be released on a “need to know” basis.

Information will be treated in confidence and will not be shared with anyone outside the organisation except where extenuating circumstances exist (see below). Information will be shared within the charity on a “need to know” basis.

In no circumstances should details of a volunteer be discussed with anyone outside of the organisation or in an open area that allows identification of the volunteer.

Trustees, Contractors and Consultants should take care when speaking to volunteers and using the telephone. No volunteer should be able to hear a conversation or personal details about another volunteer.

Use of information for publicity, reporting or training purposes

Lancaster Green Spaces needs to be able to give information where appropriate about the impact of its activities. If our activities have outcomes which would provide useful material for publicity, reporting or training purposes, then wherever possible the permission of the volunteer will be sought in writing before any details are reported. If permission cannot be obtained, then any details, which might enable identification of the volunteer, will be changed.

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Limits to volunteer confidentiality

In certain circumstances Lancaster Green Spaces reserves the right to break confidentiality should this be deemed necessary. These circumstances include:

- If a someone believes that a volunteer could cause danger to themselves or to others.
- If a contractor or consultant suspects abuse or has knowledge of abuse
- If the volunteer gives information which indicates that a crime has been committed
- If disclosure is required by law, for example, by the police
- If a person is felt to lack the mental capacity to make a decision. In such cases Trustees, Contractors or Consultants will discuss with a trustee and they will only act in the volunteer's best interest.

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

Access to data

This Policy operates on a "need to know" basis and apart from Trustees, Contractors or Consultants in the office of Lancaster Green Spaces, no-one will have access to volunteer or organisational information unless it is relevant to the service or project.

All volunteers 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 by the Lancaster Green Spaces Board of Trustees.

Evaluation and Monitoring

All Trustees, Contractors and Consultants will be given a copy of this policy when they join Lancaster Green Spaces. and will sign a statement that they will abide by this policy. Lancaster Green Spaces will ensure that all staff are trained in the application of this policy.

The policy will be reviewed bi-annually and approved by the Board of Trustees. It will also be reviewed in response to changes in relevant legislation, contractual arrangements, good practice or in response to an identified failing in its effectiveness.

Other relevant policies

Other policies relevant to volunteers include:

Volunteer, Ex-Offenders, Health & Safety, Equality & Diversity, Adult Safeguarding, Data Protection,