

Confidentiality Policy

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1. Introduction

1. As a Trustee, a staff member or a volunteer with Audlem & District Community Action (ADCA), you will probably hear and learn much about the personal lives of the people who receive a service from us (that is, our members) and perhaps about staff members, trustees and other volunteers too.
2. It is important that you respect and keep confidential such information, even if you are not specifically asked to do so. Please do not talk about people outside of ADCA and its day services and projects.
3. Everyone working with ADCA will receive induction training on this Confidentiality Policy, during which you will be asked to **sign a document agreeing to abide by the policy** and other related documents.

2. What information is confidential?

1. Any information about **PEOPLE** (members, volunteers, carers and staff)
 - for example: conversations about people's personal life circumstances, or paperwork, such as volunteer address lists.
2. Any information about **MONEY**
 - for example: individual donations made to ADCA, members' financial details, information about the amenity funds of the different day and coffee clubs.

3. What to do with such information

1. Keep it to yourself, unless you think there is an urgent or important reason that it should be shared with others – for example, if the emergency services need to be called.
2. Share anything that helps us care for our members with ADCA staff, and the other volunteers involved.
3. **Please ask the person who gives you the information for their permission before you share it with others.**
4. Always tell ADCA staff if you suspect that a member is being treated or cared for in an inappropriate manner by others, whether they be family, friends or professionals.
5. It can be more difficult to know what to do if someone tells you something in confidence and this information leads you to think that their health and/or well-being is at risk. The general advice is always to consult a member of ADCA staff.
6. If someone asks you to promise not to tell anyone what they are about to tell you, **please stop them** before they start to tell you. **Explain that you cannot make and keep such a promise if it is something serious which affects the person's health, or safety, or if their well-being is at risk.**
7. Keep any written information that you hold secure at home, so that it cannot be read by others who are not part of ADCA, its day services and projects.
8. When you no longer need any paperwork (for example, old copies of member address lists), please rip them up into small pieces or shred them so that no one else can read them.

4. Who should you share information with?

1. Unless you are specifically asked not to do so, you can share information (both written and verbal) relating to your services/projects and the care of members with ADCA staff, and the volunteers you work alongside.
2. If a member asks you to give information about themselves to people outside of ADCA (for example, their doctor, or social worker) ask the member's permission to inform the relevant ADCA staff member that you will be doing this.
3. In an emergency, share any information with whoever needs to know – for example, police, home care staff, housing wardens, and so on.

5. Some other do's and don'ts

1. When recording information about members, only include personal information that is relevant.
2. Do not give out contact information (home addresses, email addresses, telephone numbers) of staff and volunteers (including your own) to members or to other people, including the press, outside of ADCA.
3. Tell people who ask for contact information that staff and volunteers can be contacted through ADCA staff if necessary, and that any messages or mail are always passed on/forwarded to the relevant person.
4. Alternatively, tell the enquirer that you will contact the volunteer or member of staff yourself and ask them to contact the enquirer directly.