

CONFIDENTIALITY POLICY



The Ivers Good Neighbour Scheme

Introduction

This policy outlines The Ivers Good Neighbour Scheme's position on matters of confidentiality. It is a binding document which is to be accepted in its entirety by all volunteers at the commencement of their involvement with The Ivers Good Neighbour Scheme. The policy should be observed at all times and in all circumstances; breaches of this policy by volunteers may lead to the termination of their involvement with The Ivers Good Neighbour Scheme.

Any legislation in this area, such as the Data Protection Act, must be observed.

It is important to recognise the difference between secrecy – which is an unwillingness to disclose information for any reason – and **confidentiality** which is based on a reasoned concern for protecting the interest of the User (as defined below). Working to a confidentiality policy means only disclosing information with consent (see below) and when it is necessary to do so, allowing discussion and consultation within these boundaries.

Confidential information is defined as verbal or written information that is not meant for public or general knowledge. It is information which is regarded as sensitive or personal or information which has been specifically expressed as such by Users or volunteers.

Consent to disclose information can only be given by the person who owns the information. It is important that the person giving the consent is aware of the reasons why their consent is sought; the uses to which the information will be put; the identity of the parties to whom the information is given; and the possible implications of disclosure for the person and any significant others. For the avoidance of any misunderstanding, consent will generally need to be documented between the parties.

Users are defined as any party who has a relationship with The Ivers Good Neighbour Scheme such that information has been provided to The Ivers Good Neighbour Scheme. As such, the Users are the owners of the information.

Statement

The Ivers Good Neighbour Scheme regards it as a duty on volunteers not to reveal to any person outside the organisation, without the specific prior consent of the User, any matter which becomes known to them through their involvement with the organisation.

1. All information is confidential to volunteers of The Ivers Good Neighbour Scheme. They may need to share personal information during support or supervised sessions. This should be done without identifying an individual where possible.
2. Restrictions already exist regarding the use of any information obtained. A User may seek to impose further conditions before disclosing information, for example about who in the organisation should have access to the information. If a volunteer is unable to accept such conditions, this should be explained.

CONFIDENTIALITY POLICY



3. It will be necessary to explain to the User the need to keep written notes of a session. Only that which is considered necessary on a “need to know” basis should be recorded or held electronically.
4. The Ivers Good Neighbour Scheme reserves the right to break confidentiality if a) a vulnerable adult is at risk of being harmed, or b) a person’s life is at risk, or c) the organisation has reasonable grounds to believe a criminal act has, or will, take place. This is described further in the policy for “Vulnerable Adult Protection Policy”
5. Statistical information may be used for funding and monitoring purposes; this will never be attributable to an individual.

CONFIDENTIALITY POLICY



The Ivers Good Neighbour Scheme

Declaration of confidentiality

The Confidentiality Policy of The Ivers Good Neighbour Scheme has been explained to me. I declare that I have read and understood it, and had the opportunity to seek clarification, and that I will operate within its boundaries.

I understand that during the course of my involvement with The Ivers Good Neighbour Scheme I may come to be aware of personal information about users or volunteers within the organisation. I understand that this information is of a confidential nature and agree that any such information must not be shared with any other person outside those specifically stated within the Confidentiality Policy. I agree not to disclose any of this information without the specific consent of the person to whom the information pertains, within the guidelines of the Confidentiality Policy.

I understand that this declaration constitutes a contract between me and The Ivers Good Neighbour Scheme.

Signed: _____

Date: _____