

Sussex Community Rail Partnership Ltd.

Policy number: 13

Policy Title: Confidential information policy

This policy applies to all staff (to include directors, employees and volunteers, referred to as “staff” below) of Sussex Community Rail Partnership.

The data covered by the confidentiality policy includes:

- Information about the organisation, for example, its plans or finances
- Information about other organisations, especially Partners
- Information about individuals, for example, Partnership service users, volunteers and staff whether recorded electronically or in paper form
- 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 under SCRP's disciplinary procedures.

Policy

All staff who work with SCRP must respect the need for confidentiality of information held about organisations or individuals that come into contact with the Partnership, and about any Partner or Partnership business. This is expected to continue even when contact has ceased with this person, and when the staff member no longer works for SCRP.

This policy should be read in conjunction with SCRP's Data Protection Policy.

Information about individuals

Where appropriate, SCRP is committed to ensuring confidential services to all individuals. The confidentiality is between the individual and the organisation, not the members of staff delivering a particular service.

Confidential information will not be sought from a Partnership service user unless expressly in their interests, i.e. to enable a better service delivery.

Information will only be passed to another agency or to other individuals outside of the Partnership with the consent of the service user, where possible this will be with written consent. If a member of staff intends to get information from another agency to help the service user or to refer them to another agency then this must be explained to the service user and their permission given.

No personal information about staff or Partnership service users will be given to any third party including a member of their family, without the consent of the service user.

Information will be treated in confidence and will not be divulged to anyone outside the organisation except where relevant circumstances exist (see below). However, in order that we can provide the best possible help to our service users it may be necessary to share information with a Manager or colleagues within SCRP.

All Partnership service users are entitled to privacy and will be made aware that they can specifically request to be seen in private.

In no circumstances should details of a Partnership service user be discussed by anyone outside of the organisation or in an open plan area in such a manner that it is possible to identify the service user.

Staff should take due care and attention when speaking to Partnership service users and using the telephone. No Partnership service user should be able to hear a conversation or personal details of another service user.

Use of activity information for publicity, reporting or training purposes

SCRP does need to be able to give information where appropriate about the impact of our activities.

If one of our activities has an outcome which would provide useful material for publicity, reporting or training purposes, then wherever possible the permission of activity participants will be sought in writing before the story is told to anyone else. If permission cannot be obtained then any details that would enable personal identification or confidential information will be changed or deleted.

Limits to confidentiality

In certain circumstances SCRP has the right to break confidentiality. These circumstances include:

- If a member of staff believes that another party could cause danger to themselves or to others.
- If a member of staff suspects abuse or has knowledge of abuse
- If SCRP receives information which indicates that a crime has been committed
- If disclosure is required by law, for example, by the police
- If SCRP receives information which indicates a possible terrorist threat.

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

Access to data

Please refer to the Data Protection Policy regarding access to personal data.

All Partnership members 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.

Status	Draft agreed by	Considered by Board	Final version approved	Review
Date	2014			Periodically
Date Reviewed	Reviewed By	Comments		
February 2019	Kirsten Firth	Brought into line with Data Protection policy		