

# **The Charity of the Order of The Regular Canonesses of the Holy Sepulchre of our Lord Registered Charity Number 1167869**

## **Confidentiality Policy**

### **1. Scope**

This policy replaces previous statements on confidentiality and applies to all activities carried out by the Charity. The policy applies to the Canonesses, staff and volunteers.

### **2. Background**

The Charity acknowledges that much of the information held about our service users, staff and volunteers is sensitive and needs to be handled carefully.

The Charity is committed to respecting the confidentiality and privacy of all people about whom it holds information.

Service users, providers, staff and volunteers have a right to know what information is held about them and the right to change this information if it is inaccurate.

The Charity complies fully with the General Data Protection Regulations.

### **3. Sharing Information**

The Charity will not divulge any personal details of service users or personnel involved in the service to outside agencies without their prior express permission except in the circumstances outlined below.

Personal information may be shared, on a 'need to know' basis, without the person's express permission if:

- There are concerns over the person's care and treatment.
- There are concerns regarding risk management and it is inappropriate to discuss these with the person involved (for example, if the person is felt to be in denial regarding the current state of their mental health).
- Disclosure can be justified for other reasons such as a need to protect the public or related to the Charity's Duty of Care.
- Disclosure of the information is permitted or required by statute or court order.

Service users should be informed if information has been disclosed without their permission at the earliest appropriate opportunity.

Gossip is unacceptable and damaging information will be handled with extreme care.

#### 4. **Implementation**

The Charity will ensure that all volunteers, staff and Canonesses are aware of, and agree to adhere to, the confidentiality policy.

All identified by a data audit as requiring to sign a privacy consent will be asked to do so.

Breaches of confidentiality will be treated as a serious matter and are covered by the disciplinary procedure.

The confidentiality policy will be contained within the Charity policy manual and copies made available to all.

Copies of the confidentiality policy will be available to all service users.

The confidentiality policy will be regularly reviewed and agreed by the Board of Trustees.

<b>Date of Approval and Issue:</b>	2016
<b>Date Reviewed:</b>	2018
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<b>Next Review:</b>	2020