



CONFIDENTIALITY POLICY

1. REASONS FOR A CONFIDENTIALITY POLICY

The confidentiality policy is necessary to protect employees and people who use Impetus from having confidential information about themselves passed to others without their knowledge or consent.

The confidentiality policy provides guidance on holding and sharing for everyone involved in Impetus.

2. WHAT DO WE MEAN BY 'CONFIDENTIAL'

'Confidential' comes from 'confidence' as in anything told to us 'in confidence'.

If an employee shares information with a colleague or Line Manager and they ask not to tell anyone else, then this is clearly 'confidential' and the person receiving the information is bound by the private nature of the information. Only in very special circumstances is it necessary to breach the confidentiality.

3. WHAT INFORMATION IS CONFIDENTIAL?

Information is confidential if that is what the employee or user of the organisation wishes it to be.

However, because of the nature of the Volunteer Centre and other groups within Impetus, certain information may be shared with other organisations and voluntary groups. The VC may know the background of a volunteer through the matching process.

It is acceptable to ask a potential volunteer about their background and experience as well as any information which may be useful to the group they wish to be a part of. However, if a volunteer or employee asks for certain information to be kept confidential, it must be so unless this directly affects the organisation they will be working with.

4. BREACHING CONFIDENTIALITY.

Confidentiality can only be breached if

- there is serious danger to the employee or volunteer, i.e. they are being abused or their life is at risk.
- There is serious danger to another person, i.e. their life is at risk.
- An infringement of the law is involved.

In these circumstances the employee or volunteer must be told what information will be disclosed, who will be told and why they are to be told.

5. CONFIDENTIALITY AND RECORDS.

Records are kept by Impetus to ensure accuracy and fairness. Employees are responsible for ensuring that information about other employees and volunteers are kept confidential and that all relevant information is kept securely.

The following information about employees will be kept on file:

Key names and addresses

Bank details(where appropriate)

Application form

Personnel record to include: holidays and sickness, correspondence and any other information relevant to the individual in the job.

6. CONFIDENTIALITY FOR IMPETUS EMPLOYEES: A CHECKLIST

- You should not reveal any private or confidential information about any employee or volunteer to anyone outside Impetus without the express consent of the person in question.
- Where it is difficult to obtain the person's consent, you should take great care in considering what their view might be.
- Use your Line Manager for support, especially if you are unsure of what to do.
- Any information given to you by service providers, other agencies, or any other person should be regarded as confidential unless it is obviously meant to be shared.
- Information recorded by you must be kept secure.
- An employee or volunteer has a right to see any information or details about them recorded by Impetus, provided that this information was not given to the organisation in confidence. (i.e. it is not appropriate to ask for your own references, but you may look at your remaining sickness or holiday entitlements).