**Sample**

**Confidentiality Policy**

**Introduction**

This is the confidentiality policy of XXX.

XXX is aware of the importance of confidentiality and will ensure that all Staff, Volunteers and Board members are aware of the confidentiality policy.

The confidentiality policy applies to all Staff, Volunteers and Board members. Any information held by XXX will remain confidential within the organisation, this also applies to any information learned in the course of an individual duties within the organisation.

XXX recognises that volunteers, staff members and board members gain information about individuals and organisations during the course of their work or activities. In most cases this information may not be stated as confidential and individuals may have to exercise common sense and discretion in identifying whether information is expected to be confidential.

1. **Responsibility**

The Chair of XXX is responsible for the organisations confidentiality policy.

1. **Breach of confidentiality**

No confidential issue is to be discussed with, or revealed to, any person or organisation outside the group/organisation except where the individual the issue relates to has given express permission. Staff and Volunteers will avoid discussing any confidential issue unless it is relevant to their work.

Staff and Volunteers should avoid exchanging personal information or comments (gossip) about individuals with whom they have a professional relationship, they should also avoid talking about organisations or individuals in social settings.

Any member of Staff or Volunteer found to have breached the confidentiality policy will become subject to the Grievance Disciplinary procedure. Any Board member who discloses information or knowledge gained at board meetings may be asked for their resignation.

Under certain circumstances the organisation has a legal duty to disclose information. These circumstances include Child Protection issues and financial management. If a situation occurs where confidentiality is legally required to be breached, the relevant parties will be informed of action being taken.

Confidentiality can be breached unknowingly, for example a telephone call may be overheard, a file may be left unattended on a desk. Confidential telephone calls should be taken in a private place. Personnel files or other confidential documents will be stored in a locked filing cabinet which only authorised personnel have access to. Any confidential records stored on computer will be password protected.

1. **Data Protection Act**

XXX is committed to protecting the confidentiality of its users. The Data Protection Act 1998 applies to anyone holding information about living individuals in electronic format or sometimes paper. They must follow the eight data protection principles of good information handling.   
These principles say personal information must be:   
• Fairly and lawfully processed   
• Processed for specified purposes   
• Adequate, relevant and not excessive   
• Accurate, and where necessary, kept up to date  
• Not kept for longer than is necessary   
• Processed in line with the rights of the individual   
• Kept secure   
• Not transferred to countries outside the European Economic Area unless there is adequate protection for the information

Further information on the Data Protection Act can be found [*here*](http://www.legislation.gov.uk/ukpga/1998/29/contents)*.*

1. **What information is held?**

XXX hold information on its Users, Volunteers and Board members. This information is held with the permission of the individual.   
Information held may include:   
• Name and address details   
• Volunteer application forms,   
• Job application forms   
• Medical records   
 • Other personal information.

From time to time information held may be in an area other than those listed above, this will be with the approval of the individual concerned.

1. **Storing information**

Confidential information will be stored on the computer in password-protected files or in a locked filing cabinet. Access will be restricted to authorised personnel only.

1. **Whistle blowing**

Where the Treasurer has concerns about the use of XXX funds, he or she may refer directly to the Chair or the Board outside the usual grievance procedure.

1. **Policy Review**

This policy will be reviewed on an annual basis unless we identify a need to review the policy earlier.

**Name of Policy/Procedure:** Confidentiality Policy Draft/Final version

**Date of approval:**

**Approved by:**

**Review date:**

**Where filed:**

**Any comments/instructions :**

**Amendments / Date:**

**Name of main author:**

***Note to the reader: This policy is for your guidance and does require amendments to meet the specific needs and activities of your organisation.***