

## **Aghalee Village Hall Confidentiality Policy**

This policy applies to all Management Committee members (herein referred to as “staff”), volunteers and others who work at Aghalee Village Hall. The data covered by the confidentiality policy includes:

- Information about the organisation, for example, its plans or finances
- Information about other organisations
- Information about individuals, for example, clients, volunteers and staff whether recorded electronically or in paper form

All staff, volunteers and others who work at Aghalee Village Hall must respect the need for confidentiality of information held about anyone who comes into contact with the charity, and about any charity business. This is expected to continue even when contact has ceased with this person, and when the volunteer or staff member no longer works for Aghalee Village Hall.

This policy should be read in conjunction with the Aghalee Village Hall’s Data Protection Policy.

Consent can be accepted either verbally or in writing.

### **Information about individuals**

Aghalee Village Hall 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 client unless expressly in the interests of that client, i.e. to enable a better service delivery.

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

No personal information about staff, volunteers or clients will be given to any third party including a member of their family, without the consent of the client. Information will only be divulged on a “need to know” basis.

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

All customers and clients 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 client 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 client.

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

### **Use of client information for publicity, reporting or training purposes**

Aghalee Village Hall does need to be able to give information where appropriate about the impact of our services.

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

### **Limits to client confidentiality**

In certain circumstances Aghalee Village Hall reserves the right to break confidentiality should this be deemed necessary. These circumstances include:

- If a member of staff believes that a client could cause danger to themselves or to others.
- If a member of staff suspects abuse or has knowledge of abuse
- If the client gives information which indicates that a crime has been committed
- If disclosure is required by law, for example, by the police
- If a person is felt to lack the mental capacity to make a decision. In such cases staff or volunteers will discuss with a manager and they will only act in the client's best interest.
- If the client gives 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 a manager.

### **Access to data**

This Policy operates on a "need to know" basis and apart from staff and volunteers in the office of Aghalee Village Hall no-one will have access to client or organisational information unless it is relevant to the service or their work.

All clients and customers 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.

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 Aghalee Village Hall's disciplinary procedures.

### **Evaluation and Monitoring**

All staff and volunteers will be given a copy of the policy when they join Aghalee Village Hall. Aghalee Village Hall will ensure that all staff and volunteers are trained in the application of this policy.

Date policy approved by Aghalee Village Hall Management Committee \_\_\_\_\_

# Aghalee Village Hall

## Confidentiality statement for staff and volunteers

### Confidentiality: Who needs to know what?

Our organisation has a clear statement about confidentiality and how this is to be respected. This statement covers much broader issues than child protection. We insist that families and children in contact with our organisation are sure, for example, that personal and sensitive details which they have confided about their lives or family situations will not be talked about or passed on to others without their consent. When working for Aghalee Village Hall, you will often need to have access to confidential information which may include, for example:

- Personal information about individuals who are clients or otherwise involved in the activities organised by Aghalee Village Hall.
- Information about the internal business of Aghalee Village Hall.
- Personal information about staff or volunteers working for Aghalee Village Hall.

Aghalee Village Hall is committed to keeping this information confidential, in order to protect people and Aghalee Village Hall itself. 'Confidential' means that all access to information must be on a "need to know" basis and properly authorised basis. You must use only the information you have been authorised to use, and for purposes that have been authorised. You should also be aware that under the Data Protection Act, unauthorised access to data about individuals is a criminal offence.

You must assume that information is confidential unless you know that it is intended by Aghalee Village Hall to be made public. Passing information between Aghalee Village Hall and a mailing house, or *vice versa* does not count as making it public, but passing information to another organisation does count.

You must also be particularly careful not to disclose confidential information to unauthorised people or cause a breach of security. In particular you must:

- not compromise or seek to evade security measures (including computer passwords);
- be particularly careful when sending information to other agencies and organisations;
- not gossip about confidential information, either with colleagues or people outside Aghalee Village Hall;
- not disclose information — especially over the telephone — unless you are sure that you know who you are disclosing it to, and that they are authorised to have it.

If you are in doubt about whether to disclose information or not, do not guess. Withhold the information while you check with an appropriate person whether the disclosure is appropriate.

However, the legal principle that 'the welfare of the child is paramount' means that considerations of confidentiality should not be allowed to override the right of children to be protected from harm. Everyone in our organisation, including children, must be aware that they can never promise to keep secrets. However, information of a confidential nature will only be communicated on a 'need to know' basis. Your statement of confidentiality should make this clear.

In any situation where there is an allegation or suspicion of abuse, it is important that the rights of both the victim and the alleged perpetrator are protected by ensuring that only those who need to know are given the relevant information.

This will mean, at the very least, informing:

- the person responsible for child protection in our organisation;
- where relevant, a statutory child protection agency;
- the parent of the child;

- the alleged perpetrator.

Informing the parents of a child about whom you are concerned will need to be handled in a sensitive way and should only be undertaken in consultation with a statutory agency.

Any individual under suspicion whether or not she is a staff member or volunteer within your group has a right to be notified of the cause of the concern. This is another matter that will need careful consideration and should only be undertaken in consultation with a statutory agency.

Depending on the outcome of our initial inquiries, staff and other agencies that have contact with either the child concerned or the alleged perpetrator may need to be given brief details of the incident and subsequent action. The statutory agency will keep you right about who should be told, when they should be told, and the kind of information, which it is appropriate to share.

Your confidentiality obligations continue to apply indefinitely after you have stopped working or volunteering for Aghalee Village Hall.

**I have read and understand the above statement and the Confidentiality Policy.  
I accept my responsibilities regarding confidentiality.**

**Signed:**

**Date:**

## **AGHALEE VILLAGE HALL PUBLIC PRIVACY STATEMENT**

When you request information from Aghalee Village Hall, sign up to any of our services or buy things from us, Aghalee Village Hall obtains information about you. This statement explains how we look after that information and what we do with it.

We have a legal duty under the Data Protection Act 1998 (DPA) to prevent your information falling into the wrong hands. We must also ensure that the data we hold is accurate, adequate, relevant and not excessive.

Normally the only information we hold comes directly from you. Whenever we collect information from you, we will make it clear which information is required in order to provide you with the information, service or goods you need. You do not have to provide us with any additional information unless you choose to. We store your information securely on our computer system, or on paper in locked filing cabinets. We restrict access to those who have a need to know, and we train our staff in handling the information securely.

If you have signed up to a class or other service we will also pass your details to the professional worker providing that service. That worker may hold additional information about your participation in these activities.

We would also like to in future contact you by leaflet, email or other methods to tell you about other services we provide, to keep you informed of what we are doing and ways in which you might like to support Aghalee Village Hall. This is called Marketing. You have the right to ask us not to contact you in this way. You can contact us directly at any time to tell us not to send you any future marketing material. [Aghalee.vhall@btopenworld.com](mailto:Aghalee.vhall@btopenworld.com) or by telephone 02892 651105 (Joint Secretary)

You have the right to a copy of all the information we hold about you (apart from a very few things which we may be obliged to withhold because they concern other people as well as you). To obtain a copy, either ask for an application form to be sent to you, or write to the Data Protection Officer at Aghalee Village Hall, 6 Lurgan Road, Aghalee, Craigavon, BT67 0DD

There is a charge of £10 for a copy of your data (as permitted by law). We aim to reply as promptly as we can and, in any case, within the legal maximum of 40 days.