

Confidentiality Policy

This policy applies to all Committee Members, Trustees and Volunteers at CCAA. 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 (families), volunteers and staff whether recorded electronically or in paper form

All Committee Members, Trustees, Volunteers and others must respect the need for confidentiality of information held about anyone who comes into contact with the charity, and about any charity business.

Information about individuals

CCAA is committed to ensuring confidential services to all individuals. The confidentiality is between the individual and the organisation. Confidential information will not be sought from a family unless expressly in the interests of that family, 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 families 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).

Use of client information for publicity, reporting or training purposes

CCAA 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 family 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 CCAA 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

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

Access to data

This Policy operates on a “need to know” basis and apart from staff and volunteers at CCAA, no-one will have access to family 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.

Evaluation and Monitoring

All staff and volunteers will be given a copy of the policy when they join CCAA and will sign the confidentiality statement that they will abide by this policy.

This Policy was agreed by Committee at a meeting on: 15th September 2024

Review Record

Review Record:	Reviewed by:	Comments:
September 2027		