

Confidentiality policy

CANDI aims to provide a completely confidential service, subject to any safeguarding issues.

Staff, volunteers and trustees will:

- keep anything told to them by anyone of any age in strict confidence.
- will not discuss any information about individuals with anyone else, unless asked to by the individual concerned.
- In very exceptional circumstances, if personal safety or that of another person's is at risk, tell someone else, but will tell the individual exactly what is happening.

Principles

All staff must ensure that the following principles are adhered to:

- Person-identifiable or confidential information must be effectively protected against improper disclosure when it is received, stored, transmitted or disposed of.
- Access to person-identifiable or confidential information must be on a need-to-know basis.
- Disclosure of person identifiable or confidential information must be limited to that purpose for which it is required.
- Recipients of disclosed information must respect that it is given to them in confidence.
- If the decision is taken to disclose information, that decision must be justified and documented.
- Any concerns about disclosure of information must be discussed with either the Chair of Trustees

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Carelessness

All members of CANDI have a legal duty of confidence to keep person-identifiable or confidential information private and not to divulge information accidentally. Members may be held personally liable for a breach of confidence and must not:

- Talk about person-identifiable or confidential information in public places or where they can be overheard.
- Leave any person-identifiable or confidential information lying around unattended, this includes telephone messages, computer printouts, faxes and other documents.
- Leave a computer terminal logged on to a system where person-identifiable or confidential information can be accessed, unattended.

Steps must be taken to ensure physical safety and security of person-identifiable or business confidential information held in paper format and on computers.

Passwords must be kept secure and must not be disclosed to unauthorised persons.

Document control

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Next review	