



The Nidderdale Plus Partnership Company No 5331403; Registered charity number: 1163998

CONFIDENTIALITY POLICY

Our confidentiality Policy addresses the issue of disclosure of personal information relating to users of our services.

The Purpose for this Policy

- To protect the interests of users of our services.
- To ensure all users of our services have trust and confidence in Nidderdale Plus and that their dignity is respected.
- To protect Nidderdale Plus, its trustees, staff and volunteers.
- To comply with data protection law and in particular General Data Protection Regulation (GDPR) 2018.

Application of this Policy

- Staff and volunteers receiving personal information about users of our services, their carers and families, should treat this information as confidential.
- Under no circumstances should Trustees, staff and volunteers share personal information with their own partners, family or friends.
- No information in respect of Nidderdale Plus and its business activities or policies shall be disclosed, discussed or revealed to any third party without the express consent of the Trustees.

Undertaking

Nidderdale Plus will seek to ensure that:

All personal information will be treated as confidential. Information will only be collected that is necessary and relevant to the work in hand. It will be stored securely, only accessible on a need to know basis to those members of staff and volunteers duly authorised. The retention period of personal information is covered in our Data Protection Policy and Privacy Notice which should be read in conjunction with this policy.

Sharing Personal Information

Nidderdale Plus will only share information with other agencies under the following circumstances:

- to ensure the safety and welfare of the user of our services
- where such information is relevant to any transport arrangements and specific requirements of the user of our services
- where such information is required to ensure the safety and welfare of the persons concerned in using our services

Maintaining Confidentiality

- All information stored online or on a computer will be kept secure and treated as confidential. See the Data Protection Policy for detailed information on how online data and information is managed and stored.
- Paper records will be kept in a locked cabinet with restricted access.
- Every effort will be made to ensure the physical environment in which face to face discussions and telephone conversations take place does not compromise user confidentiality.
- Users of our services will be made aware of their right to complain if they feel confidentiality has been breached.
- Breaches of confidentiality will be dealt with through Nidderdale Plus staff and volunteer disciplinary procedures.
- All staff, trustees and volunteers must sign a confidentiality agreement at the commencement of their duties at Nidd Plus. A copy of this form is at Appendix A.

This policy will be monitored and reviewed by the trustees every three years, unless there is a need or requirement to update it sooner. A copy is available in our office and to our partner organisations, as required.

Reviewed by the Board: 21 September 2021

Policy to be reviewed every 3 years, unless it is necessary to review sooner