

CONFIDENTIALITY POLICY

FOR STAFF & BOARD MEMBERS OF THE WATLING GARDENS TMO

The TMO is committed to providing a confidential service to its users.

For the purpose of this policy, confidentiality relates to the transmission of personal, sensitive or identifiable information about individuals or organisations (confidential information), which comes into the possession of the TMO through its work.

The TMO holds personal data about its staff and residents which will only be used for the purposes for which it was gathered and will not be disclosed to anyone outside of the organisation without prior permission.

All personal data will be dealt with sensitively and in the strictest confidence internally and externally. Staff and Board Members must respect that confidentiality.

Purpose

The purpose of the Confidentiality Policy is to ensure that all Staff, Board members, and users understand the TMOs requirements in relation to the disclosure of personal data and confidential information and the basic standards that staff and Board Members should adhere to.

Staff are not permitted to give you information about other residents, and you are requested not to ask staff about other residents. You are asked to keep confidential any personal information you may have about your neighbours.

The Confidentiality Policy applies to all staff and Board members who may use, obtain or have access to confidential information as outlined in the Policy statement above.

Duty of Confidentiality

The duty of confidentiality is based on trust and respect and this is fundamental to safe and effective practice. Only those with a clear 'need to know' should have access to the relevant confidential information.

You must not

Disclose confidential information without the consent of a person authorised to give it, or unless you are required by law to do so.

Prevent another person from gaining access to information to which they are entitled by law.

Staff must not share confidential information about tenants and their families with other Staff, Board members, residents or members of the wider community except when necessary within the terms of this policy

Staff and Board members should know, and where they are responsible, ensure that resident's personal records will be kept secure. Computer records are protected in line with security protocols and data protection requirements and administered by Brent IT

Staff must involve residents, where possible, in the recording process so that they are aware of what is being recorded

TMO will:

- review the effective implementation of the confidentiality and privacy policy
- ensure a copy of this policy is available to all residents, Staff and Board Members
- Ensure that the practice in the TMO complies with the General Data Protection Act 2018, Human Rights Act 1998 and the Public Interest Disclosure Act 1998,

Monitoring and Review

Confidentiality will be monitored periodically through Staff and Board meetings.

Breaches of Confidentiality

Confidential or sensitive information relating to an individual may be divulged where there is risk of danger to the individual, or employee, or the public at large, or where it is against the law to withhold it. In these circumstances, information may be divulged to external agencies e.g. police or social services on a need to know basis.

Ensuring the Effectiveness of the Policy

All Staff and Board members will sign a copy of the confidentiality policy. Existing and new workers will be introduced to the confidentiality policy via induction and training. The policy will be reviewed annually and amendments will be proposed and agreed by the Board

Non-adherence

Breaches of this policy will be dealt with under the Grievance and/or Disciplinary procedures as appropriate.

Any Staff or Board member witnessing a breach of the confidentiality and privacy policy should raise this directly with the Chair or Manager as appropriate

Practical applications include

- keeping written records secure
- not disclosing information to third parties without the service user's permission (other than where there are risk management issues)
- Exercising care and caution when discussing work both at work and out of work - for example ensuring comments about named service users are not made where they may be overheard.