



Confidentiality Policy

At a glance

This policy sets out a framework for the principles of Confidentiality and the importance of respecting Confidentiality for everyone connected to Harry's Rainbow.

Who this policy applies to

This policy applies to all volunteers and members of the board.

Policy status

This policy is owned by the Board of Trustees and CEO. It is non-contractual and may be updated or changed by the CEO at any time. Colleagues are reminded that it is their responsibility to keep up to date with policy changes.

Statement

Harry's Rainbow recognises that employees, volunteers, and trustees will encounter information about beneficiaries, stakeholders, and our organisation during the course of their work or activities.

Harry's Rainbow expects that all employees, volunteers, and trustees, will uphold the confidentiality of all information and seek clarity from a line manager about whether it is appropriate to share.

Harry's Rainbow would seek to obtain consent unless it would put the safety well-being of others to do so; and we only share proportionate and appropriate information. Confidential information includes anything that contains the means to identify a person, e.g., name, address, post code, date of birth,

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National Insurance Number, passport, and bank details. It includes information about sexual life, beliefs, commission or alleged commission of offences and other sensitive personal information as defined by the Data Protection Act. It also includes information about organisations such as confidential business plans, financial information, contracts, trade secrets, and procurement information.

Employees, volunteers, and trustees should seek advice about confidentiality of information and sharing information, as necessary.

Employees, volunteers, and trustees will avoid exchanging personal information or comments about individuals with whom they have a professional relationship.

Talking about the private life of an employee, volunteer or trustee is to be always avoided, unless the colleague in question has instigated the conversation.

Employees, volunteers, and trustees will avoid discussing confidential information about the organisation or beneficiaries in social settings.

There is an obligation both during and after your work with the charity to hold this information in confidence. At the time of your departure from Harry's Rainbow, any confidential information you hold must be returned, or destroyed if no longer needed and you should refrain from discussing information obtained whilst for the purposes of your work with the charity to anyone outside of the charity.

Employees, volunteers, and trustees will not disclose to anyone any information considered sensitive, personal, financial, or private without the knowledge or consent of the individual, or an officer, in the case of the organisation.

Where there is a statutory duty on Harry's Rainbow to disclose information, the person or people involved will usually be informed that disclosure has or will be made unless this would put at risk the safety of any individual or jeopardise a potential criminal investigation. Details about disclosure of information and who has been informed will always be kept on record and stored securely with restricted access.

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Confidential information will be stored securely. It will not be left on desks but locked away. On computer it will be stored in password protected folders.

Why information is held

Most information held by Harry's Rainbow relates to voluntary and community organisations, beneficiaries, volunteers, employees, trustees, or services which support or fund them.

Information is kept enabling Harry's Rainbow to understand the history and activities of individuals or organisations in order to deliver the most appropriate services.

Information about protected characteristics of users is kept for the purposes of monitoring our equal opportunities policy, and to ensure the most appropriate service is delivered.

Our Privacy and Data Protection Policies outline this information in more detail.

Breach of confidentiality

Misuse of personal data and security incidents must be reported so that steps can be taken to rectify the problem and ensure that the same problem does not occur again. This includes unauthorised access to person-identifiable information where an employee, volunteer, or trustee does not have a need to know. It also includes incidents of information lying around in a public area, theft, and loss of information.

Please refer to the Data Breach policy for details of how to manage and report a breach.

AGREEMENT

I have read and understood the Confidentiality Policy.

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Signed by the Employee / Volunteer / Trustee

Date

Signed on behalf of the Harry's Rainbow

Date

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