



**West Wight Timebank is a community project that operates under Action 4 Support CIC**

## **WEST WIGHT TIMEBANK**

### **CONFIDENTIALITY POLICY**

Confidentiality is an essential principle in our work and forms the basis of all ways of working and codes of practice. The basis of a good working relationship is trust.

This is dependent on the individual being confident that personal information about them is treated confidentially. Information about someone must only be shared with others involved in their support on a 'need-to-know' basis. Any information should not usually be disclosed without the person's informed consent. The circumstances when information must be shared even if the individual does not give consent are listed latter.

An individual's right to confidentiality also means that a person's notes or details must always be stored in a locked cupboard and not be left where they can be seen by unauthorised people. Computers or mobile devices such as electronic tablets need to be protected by a password. When talking about an individual you must ensure no others can overhear you.

**It is essential that you abide by the principles of the:**

**Data Protection Act 1998** - This Act is for any public service provider. It says that any person has the right to confidentiality, to know which information is collected and that this data is up-to-

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Action 4 Support CIC Company Number: 11307451





date. Data should not be held for longer than necessary and everyone has the right to refuse to give information.

[www.gov.uk/data-protection/the-data-protection-act](http://www.gov.uk/data-protection/the-data-protection-act)

Whenever possible, individuals should provide their consent for the transfer of information.

However, this may not always be possible and there will be occasions when information normally considered confidential needs to be shared. Examples of occasions when confidentiality may have to be broken are:

- A person is likely to harm themselves
- A person has been, or is likely to be, involved in a serious crime
- A person is likely to harm others
- Your safety is placed at risk
- A child or vulnerable adult has suffered, or is at risk of suffering, significant harm.
- There will be times when you face dilemmas about confidentiality, not knowing what to do or if you should speak to anyone about the information you have. At these times it is important to speak with the WWTB coordinator and follow the agreed ways of working.

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