



## Confidentiality Policy

### 1. Policy Statement

As a charity offering support to individuals who use The Bus Shelter Dorset services, we will be privileged to know personal information.

This is a relationship of trust, which needs to be respected. Information gained about people must be treated in the strictest of confidence.

### 2. Confidentiality definition

Confidentiality is maintaining the security of information obtained from or about an individual, which has been gained through professional/working relationship. This information can only be shared in restricted circumstances such as when there is a legal compulsion or it is required to ensure the well-being of the person.

Some information will need to be shared with people/agencies who directly contribute to the provision of services and who are bound by the principles of confidentiality.

Personal information should be defined as information any person would consider to be private.

### 3. Principles

Information can be shared in restricted circumstances. Even in restricted circumstances, information can only be shared on a need to know basis. This should be with people who are directly concerned and who are also bound by the rules of confidentiality.

### 4. Information can be shared when:

- It indicates that the person or other individuals are at risk of harm.
- It is necessary to disclose information concerning abuse. This would include instances when the person was engaging in or contemplating serious self harm.



- A court has issued an order compelling disclosure; courts of law have the power to compel provision of information.
- It is required to ensure that the person receives the necessary care and support.
- The person concerned has given consent:
  - Efforts must be made to ensure that the persons consent is based on an informed and free choice
  - It is recognised that some people may not be able to give or express their opinion about consent or non-consent
  - In this case, a decision to share information should be based on a best interest
  - principle and a reasonable assumption that if the person had the capacity, they would consent
  - In any cases of doubt, volunteers should refer to the Operational Manager/On call Manager at whose discretion reference may be made to the CEO.

**These are the only circumstances in which information about a person can be shared.**

## **5. Disciplinary Procedures**

All principles described in this policy must be strictly followed. A breach of Confidentiality will invoke on disciplinary action.