

## **Introduction:**

- ❑ Every person approaching Durham Area Disability Leisure Group should be treated with courtesy, dignity and respect.
- ❑ It is the aim of this policy to ensure that all information about individuals using / working within the service is kept as confidential as possible.
- ❑ Any information provided belongs to the person who gives it, and is loaned on trust to the staff, volunteers and others who are involved within DADLG.

## **Staff and Volunteer Practice:**

- ❑ Any individual who wishes to do so, will be seen by the appropriate member of staff in a suitably private place, so that information might be shared in a confidential manner.
- ❑ Telephone calls – when confidential information may be divulged, will not be taken in the presence of other people.
- ❑ Information may be passed on to other staff and volunteers at DADLG only if there is a professional need to share such in order to obtain the best possible service for the individual.
- ❑ Information held on file will be open only to the staff to whom it is directly relevant.
- ❑ Information will not be passed to anyone outside DADLG without the permission of the owner unless there is an immediate risk to life, or a threat to the welfare of a child or vulnerable adult.
- ❑ If information has to be passed on for any of these reasons, the individual concerned will be told why and to whom; provided that this will not make the situation worse.
- ❑ Staff and volunteers will, if at all possible, seek advice from the Group Coordinator / Project Coordinator or other nominated person before passing on information.
- ❑ Confidential information will not be given over the telephone unless the member of staff or volunteer is certain that the caller is genuine and has the right to that information.
- ❑ If the member of staff or volunteer is uncertain about the identity of the caller, that individual will be asked to put their request in writing.
- ❑ Information about individuals will be regularly updated.
- ❑ On any occasion where DADLG brings together individuals in a group, it will be made clear to all those present that information is confidential within that group.

## **Access to Information**

- ❑ Users / volunteers should always be informed if, and why information is being held about them.
- ❑ DADLG will conform to the standards set out by the Data Protection Act (1998).
- ❑ Individuals' information on disk or file will be stored in a secure cabinet.
- ❑ Information in transit will not be left in unattended vehicles.
- ❑ When office premises are not occupied, it will be locked to prevent unauthorised access.
- ❑ Information stored on computer will be accessible only by the relevant individuals.
- ❑ When an individual indicates that they no longer wish to be involved with DADLG their file will be offered to them, or, if preferred, destroyed.
- ❑ DADLG will seek permission from individuals before names and addresses are recorded or placed on mailing lists.
- ❑ Confidential information will not be sent by fax or e-mail.
- ❑ Information marked as "confidential" should only be opened by the person to whom it is addressed.
- ❑ This confidentiality policy will be available in all areas where DADLG operates, and will be offered to anyone about whom information is to be kept.