



Creatively Supporting Emotional Health

Confidentiality Policy

Introduction

This policy applies to all staff, Trustees and volunteers of Space For You. ["Staff" includes self-employed practitioners]. The data covered by the confidentiality policy includes:

- Information about the organisation, for example, its plans or finances
- Information about other organisations
- Information about individuals, for example, clients, volunteers and staff whether recorded electronically or in paper form

All staff, Trustees, volunteers and others who work at Space For You must respect the need for confidentiality of information held about anyone who comes into contact with the charity, and about any charity business. This is expected to continue even when contact has ceased with this person, and when the Trustee, volunteer or staff member no longer works for Space For You.

Information about individuals

Space For You is committed to ensuring confidential services to all individuals. The confidentiality is between the individual and the organisation, not the members of staff delivering a particular service.

Confidential information will not be sought from a client unless expressly in the interests of that client, i.e. to enable a better service delivery.

Information will only be passed to another agency or to other individuals outside of the charity with the consent of the client; where possible this will be with written consent. If a member of staff or volunteer intends to get information from another agency to help the client or to refer them to another agency, then this must be explained to the client and their permission given.

No personal information about staff, volunteers or clients will be given to any third party including a member of their family, without the consent of the client.

Information will be treated in confidence and will not be divulged to anyone outside the organisation except where extenuating circumstances exist (see below).

All clients are entitled to privacy and will be made aware that they can specifically request to be seen in private.



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In no circumstances should details of a client be discussed by anyone outside of the organisation or in an open plan area in such a manner that it is possible to identify the client.

Staff and volunteers should take due care and attention when speaking to clients and using the telephone.

Use of client information for publicity, reporting or training purposes

Space For You does need to be able to give information where appropriate about the impact of our services.

If one of our service users has an outcome which would provide useful material for publicity, reporting or training purposes, then wherever possible the permission of the client will be sought in writing before the story is told to anyone else. If permission cannot be obtained, then any details that would enable identification of the client to be made will be changed.

Limits to client confidentiality

In certain circumstances Space For You reserves the right to break confidentiality should this be deemed necessary. These circumstances include:

- Where a Safeguarding alert is necessary
- If the client gives information which indicates that a crime has been committed
- If disclosure is required by law, for example, by the police
- If a person is felt to lack the mental capacity to make a decision. In such cases staff or volunteers will discuss with the manager and they will only act in the client's best interest.

The decision on whether to break confidentiality will be decided on a case by case basis and always in conjunction with the manager.

Access to data

All clients and customers have the right to request access to all information stored about them and have a right to see a copy of this confidentiality policy on request.

If any party concerned has a sensory or physical impairment, efforts should be made to ensure that all aspects of this policy and exchanges between parties are understood.

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Person Responsible for Policy: Derek Mace