



THE GATEHOUSE POLICY: Confidentiality

Policy ID Number: P04

Policy Passed by Board of Trustees: April 2015 Valid until: April 2020

1. Introduction

1a. The aim of this policy is to give clear guidelines/understanding to all of The Gatehouse staff, volunteers and students about the Gatehouse confidentiality policy in relation to working with Guests of the project.

1b. Guests of the project need to feel confident that personal information will not be disclosed to outside agencies except in exceptional and clearly explained circumstances, unless his/her expressed permission is given. We recognise that personal information belongs to the individual concerned.

2. Procedures

2a. Confidentiality will be observed in the following ways:

- The Gatehouse will encourage a culture of confidentiality within the organisation by restricting personal information shared by a Guest to the least number of people necessary. Staff, volunteers or students may disclose shared information to relevant member(s) of staff and/or the session Co-ordinator. However, except in exceptional circumstances (see below) no information will be passed on to people outside of The Gatehouse staff team without the Guest's permission.
- All personal written information about Guests will be kept in a secure place and any information stored on a computer will be password protected.
- Statistical records that are passed on to outside agencies for monitoring and evaluation purposes will not contain personal information that would enable an individual to be identified.
- The privacy of all the Guests using the Gatehouse will be respected by staff, volunteers and students at all times. In particular, by trying to ensure that conversations and phone calls dealing with personal matters cannot, as far as possible, be overheard.
- **The decision to disclose personal information to an outside agency with or without a Guest's permission will be taken in consultation with the Project Director or Senior Project Workers.**

2b. In the following exceptional circumstances information will be disclosed to other agencies or third parties without prior agreement of the person or persons concerned.

- Where there is a serious risk of harm to the person concerned or to other people.
- Where there are current issues of child protection and our co-operation is required under the Children Act.
- Where disclosure of information is a legal requirement.

3. In compliance with The General Data Protection Regulations 2018, a Guest has the right to request a copy of any information held on him/her by the organisation. The Guest will receive a copy of the information within 14 working days.