



CONFIDENTIALITY POLICY

This policy applies to all staff, freelancers, trustees and volunteers of Arts and Minds ("the charity"). The data covered by the confidentiality policy includes:

- Information about the charity, eg its plans or finances
- Information about individuals, eg participants, staff, freelancers, volunteers and trustees whether recorded electronically or in paper form
- Information about other organisations

This policy should be read in conjunction with Arts and Minds' Data Protection Policy (eg Privacy Policy) and Safeguarding Policy and Procedures.

Reasons for this policy statement:

- To protect the interests of our participants, staff, freelancers, trustees, volunteers and other stakeholders
- To ensure all participants have trust and confidence in the charity and that their dignity is respected
- To protect the charity, its trustees, staff, freelancers and volunteers
- To comply with data protection law

Policy meaning:

1. All personal information about staff, freelancers, trustees, volunteers, participants and their carers / families should be treated as confidential
2. All information about the activities and business of the charity and other stakeholders should be treated as confidential
3. Under no circumstances should staff, freelancers, trustees or volunteers share personal or other confidential information with their own partners, family or friends

Information about individuals:

- All personal information will be treated as confidential. Information will only be collected that is necessary and relevant to the work in hand. It will be stored securely, accessible only on a need to know basis to those members of staff and volunteers duly authorised. The retention periods of personal information is covered in the retention section of the Data Protection Policy which should be read in conjunction with this policy.
- Participants will be asked to sign and date a data consent form, which will authorise the Charity to keep written and/or computerised records of the participant's personal details and the work done on their behalf.



- Where consent is not given for the charity to record and store basic information about the participant it is unlikely that a service will be able to be provided.
- All participant information (including signed consent and / or participant agreement) will be kept secure and treated as confidential.
- Paper records will be kept in a locked cabinet with restricted access.
- All participants will be made aware of their right of access to their records.
- Every effort will be made to ensure the physical environment in which face to face discussions and telephone conversations take place does not compromise participant confidentiality.
- Participants will be made aware of their right to complain if they feel confidentiality has been breached.

Other information:

In the course of their work with Arts and Minds, staff, freelancers, trustees and volunteers may be privy to information about the business and other activities of the charity or of other organisations or stakeholders which should remain confidential and not be shared with others, including colleagues.

It is the responsibility of all staff, freelancers, trustees and volunteers to ensure that any concerns arising from situations they observe, allegations (reports from third parties) or disclosures (reports from someone about themselves) relating to potential abuse or where an indictable offence may have been committed, are reported to their line manager even if they are unsure whether the concern is justified. It is not a breach of confidentiality to pass this concern on to an appropriate member of staff.

Breach of Confidentiality:

Breaches of confidentiality will be dealt with through the charity's staff, freelancer, trustee and volunteer disciplinary procedures as appropriate.

Staff, freelancers, trustees or volunteers should notify any potential breach, or risk of breach, to their line manager or a senior manager without delay; so that steps can be taken to remedy the situation.

This policy will be reviewed every two years by the Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.