



## East Yorkshire Parent Carer Forum (EYPCF)

Charity no.117499

### CONFIDENTIALITY POLICY STATEMENT OF INTENT

The purpose of this policy is to promote trust in the East Yorkshire Parent Carer Forum (EYPCF) and the service we offer to parent carers.

The guiding principle is that information about a parent carer belongs to that carer, and we need to have their permission to pass any of it on. We believe parent carers have a right to a service which respects their need for privacy and for control over information about themselves and their caring situation.

### SCOPE

This policy applies to all staff, Trustees, steering group members and volunteers of the EYPCF. 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, members, volunteers and staff whether recorded electronically or in paper form and however it may be gathered.

All staff, Trustees, steering group members, volunteers and others who do work or volunteer for the EYPCF 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, steering group member, volunteer or staff member no longer works or volunteers for the EYPCF.

This policy should be read in conjunction with the EYPCF Data Protection Policy.

Breach of confidence, including the improper passing of computer data, will result in disciplinary action, which may lead to your dismissal. We will consider any breach of this policy as serious. The circumstances of the breach will be reviewed by the trustees and any exceptional circumstances taken into account. Depending on the level of the breach the trustees retain the right to request the volunteer to step down from working for the charity.

You should also be aware that regardless of any action taken by [East Yorkshire Parent Carer Forum](#), a breach of confidence could result in a civil action against you for damages.

You must ensure that all records, including computer screens and computer printouts of service user data, are never left in such a manner that unauthorised persons can obtain access to them. Computer screens must always be cleared when left unattended and you must ensure you log out of computer systems, removing your password. All passwords to [organisation name](#) systems must be kept confidential.

No unauthorised use of the internet or email is allowed.

Information concerning service users or staff is strictly confidential and must not be disclosed to unauthorised persons. This obligation shall continue in perpetuity.

Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1998 or an action for civil damages under the same Act in addition to any disciplinary action taken by the practice.

## **CONFIDENTIALITY POLICY**

1. The Forum offers a confidential service to parent carers.
2. This means that information given by parent carers to Forum workers or volunteers will not be passed on to anyone outside of the Forum without their permission, except in exceptional circumstances. (see sections 10 and 11 below) Information means anything the parent carer tells us about themselves and their caring situation. This includes the fact that they have been in contact with the Forum.
3. Under no circumstances should a parent carers personal information be discussed outside the EYPCF even anonymously.
4. Information about volunteers and steering group members will not be passed to third parties without permission.
5. Information on charity business such as finances, plans and minutes will not be a passed to a third party without permission of the Trustees.
6. We will record only the minimum of information we need in order to offer continuity to parent carers. Any records we keep concerning a parent carer will be made available to them on request. We will record information about parent carers in ways which are accurate, respectful and which we would be happy to let them read.
7. People using the Forum have the right to remain anonymous if they choose.
8. Any records will be kept safely and securely, and in accordance with the provisions of the Data Protection Act (see separate policy).
9. We collect anonymous statistical information, to allow us to plan and improve our services. We share this with other agencies who provide or fund services to parent carers.
10. Staff, members and volunteers must also be aware of the confidential nature of some information that may be shared by our partner organisations. If you are unsure if you can

disclose information please consult either of the EYPCF Co Chairs who will advise and authorise in writing.

11. In certain circumstance it may be necessary to breach confidentiality without consent. These include (this list is not exclusive)

a) If there is reason to believe that a child, young person, or vulnerable adult is experiencing abuse, whether physical, sexual, emotional or financial.

b) If there is reason to believe a parent or carer to be in a life-threatening situation.

c) If a parent or carer tells us that they intend to leave the person they are caring for unattended for a period of time, which we believe would cause them harm or endanger their life.

d) if required by law

12. The decision to breach confidentiality will be carefully considered by at least 2 trustees and the decision recorded in writing with reasons.

13. If it is possible, we will advise any parent carer in the situations outlined above to contact the appropriate agencies to get help and offer them continued support.

14. Where possible, we will let the person know that we intend to breach confidentiality and state the reason.

## **EVALUATION AND MONITORING**

All staff, trustees, steering group members and volunteers will be given a copy of the policy when they join the EYPCF and will sign a copy of the policy to ensure that they will abide by this policy. The policy will be reviewed annually and approved by the Board of Trustees. It will also be reviewed in response to changes in relevant legislation, contractual arrangements, good practice or in response to an identified failing in its effectiveness.

## **RELATED POLICIES**

Code of Conduct

GDPR Policy

Communications Policy

Approved by the Trustees date: Nov 23

Review: Nov 24