



CONFIDENTIALITY POLICY

SENDAC wants to promote trust in the forum 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.

This policy applies to

- 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.
- to all staff, Trustees, steering group members and volunteers of the SENDAC.

The data covered by the confidentiality policy includes:

All staff, Trustees, steering group members, volunteers and others who do work or volunteer for the SENDAC must respect the need for confidentiality of information held about anyone who encounters 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 SENDAC.

This policy should be read in conjunction with the SENDAC **Data Protection Policy**. 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 considered. Depending on the level of the breach the trustees retain the right to request the volunteer to step down from working for the charity.

The Forum offers a confidential service to parent carers.

1. 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 10 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.

2. Under no circumstances should a parent carer's personal information be discussed outside the SENDAC even anonymously.

3. Information about volunteers and steering group members will not be passed to third parties without permission.

4. Information on charity business such as finances, plans and minutes will not be passed to a third party without permission of the Trustees.

5. 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.

6. People using the Forum have the right to remain anonymous if they choose.

7. Any records will be kept safely and securely, and in accordance with the provisions of the Data Protection Act (see separate policy).

8. 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.

9. 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 one of the committee who will advise.

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

- a) If we have reason to believe that a child, young person, or vulnerable adult is experiencing abuse, whether physical, sexual, emotional or financial.
- b) If we believe a parent carer to be in a life-threatening situation.
- c) If a parent 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

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

12. 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.

13. Where possible, we will let the person know that we intend to breach confidentiality.