

# Confidentiality Procedure

PAVS' policy and procedural documents have been developed to meet the specific needs of the Association and are periodically reviewed in line with any changes in the law or statutory provision. They are provided as an example for information purposes only.

## *Other Information Sheets in this series:*

- PO1- Probationary Period Operational Procedure
- PO2–Staff Appraisal Policy
- PO4–Policy for time off for staff with Care Responsibilities
- PO5–Policy on extended unpaid leave
- PO6–Volunteer Policy for PAVS' in-house volunteers
- PO7–Criminal Records Procedure (reviewed Sept 04)
- PO8–Complaints Procedure





## **Pembrokeshire Association of Voluntary Services**

### **Confidentiality Policy**

#### 1. Confidentiality

- a) Pembrokeshire Association of Voluntary Services will provide a confidential service to all of its clients and service users.
- b) Pembrokeshire Association of Voluntary Services will not disclose confidential information concerning their trustees, staff, volunteers, clients and service users.
- c) Pembrokeshire Association of Voluntary Services will only store relevant information that is received by their trustees, staff, volunteers, clients and service users in compliance with the Data Protection Act 1998. Information will be stored electronically and protected using passwords and/or in hard copy and stored in locked cabinets.
- d) Confidentiality remains with Pembrokeshire Association of Voluntary Services and their client and service user and not with an individual and their client and service user.
- e) Information will remain confidential except where disclosure is allowed (see the points of Disclosure set out below)

#### 2. Disclosure

- a) The disclosure of confidential information will be allowed with the consent of the individual involved. Permission to disclose information will be requested, in writing from the individual involved. The disclosure of information will be allowed if permission is received in writing from the individual.
- b) The disclosure of confidential information will be allowed if Pembrokeshire Association of Voluntary Services has reason to believe that a person may be a serious risk to themselves or to other people. The individual involved will be informed, in writing of the reason and action taken for disclosure of this information
- c) The disclosure of confidential information will be allowed if information regarding a criminal offence has been received by Pembrokeshire Association of Voluntary Services, which may place an individual at serious, risk to someone else i.e. vulnerable adults or children. The individual involved will be informed, in writing of the reason and action taken for disclosure of this information
- d) The disclosure of confidential information will be allowed if it is necessary to a Tribunal. Information relating to any individual will be confidential within the Tribunal situation.
- e) The disclosure of confidential information will be allowed if specifically requested by a regulation or monitoring organisation of Pembrokeshire Association of Voluntary Services. This information will remain confidential between the organisations.
- f) The disclosure of confidential information will be allowed if required by law.