



One Voice Confidentiality Policy (Should be read in conjunction with the Privacy Policy)

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1. Introduction

This policy applies to all staff, trustees and volunteers of One Voice. The data covered by the confidentiality policy includes:

- Information about the Charity, e.g. its plans or finances
- Information about individuals, e.g. clients, volunteers and staff whether recorded electronically or in paper form
- Information about other organisations

1.1 Reasons for this Policy Statement

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

2. Its meaning

1.1 All personal information about staff and volunteers, should be treated as confidential.

1.2 All information about the activities and business of the Charity and other stakeholders should be treated as confidential

1.3 Under no circumstances should staff and volunteers share personal or other confidential information with their own partners, family or friends.

3. Information about individuals

3.1 All personal information will be treated as confidential. Information will only be collected that is necessary and relevant to the charity's activities. 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.

- 3.2 Where consent is not given for the Charity to record and store basic information about staff or volunteers it is unlikely that an individual can play a part within the charity
- 3.3 Paper records will be kept in a locked cabinet with restricted access.
- 3.4 Electronic records will have the appropriate level of passwords / encryption and restricted access
- 3.5 All staff and volunteers are made aware of their right of access to their records.
- 3.6 Every effort will be made to ensure the physical environment in which face to face discussions and telephone conversations take place does not compromise user confidentiality.
- 3.7 Members of the charity will be made aware of their right to complain if they feel confidentiality has been breached.

4 Other Information

In the course of their work with One Voice, staff, 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.

Situations in which confidentiality will need to be broken

It is the responsibility of all staff 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 the trustees, 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 the charity.

Please refer to the Safeguarding Policy.

5 Breach of Confidentiality

- 5.1 Breaches of confidentiality will be investigated by the trustees and appropriate action and remedial action taken



- 5.2 Staff or volunteers should notify any potential breach, or risk of breach, to the trustees without delay; so that steps can be taken to remedy the situation.