

Confidentiality Policy

Gateway into the Community is a registered charity which supports people in West Northumberland who have a learning disability to access social, leisure and learning opportunities within their own communities.

Our policy and procedures about maintaining confidentiality for the people we work with are set out here.

The members' and service users' right to confidentiality will be respected. Staff and volunteers must not pass on information about an individual without that person's consent. It is important that volunteers respect personal information as this encourages trust between users, staff, volunteers and the Charity.

A simple explanation of this policy (attached) will be displayed in a prominent place in the Gateway into the Community office. Staff will review the policy and feed back any suggested improvements to the Trustees.

In exceptional circumstances where there is danger to the individual, or to others, or there is a concern about child protection or a vulnerable adult, then the information must be passed to the Chief Executive who has the responsibility to act appropriately on the information received. Breaches of confidentiality to persons outside of the Charity without prior discussion with the Chief Executive will be treated very seriously and could lead to disciplinary action in some circumstances.

Gateway into the Community's Safeguarding Policy and Procedures explain that staff and volunteers have a legal duty of care to protect members who use the Charity's services. It explains the procedure regarding giving confidential information to the Chief Executive.

Staff and volunteers including Trustees will be expected to sign a confidentiality agreement during their period of induction.

May 2019