

# CONFIDENTIALITY POLICY

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# Confidentiality Policy


At The Umbrella Hub Community CIC we respect the privacy of our clients.

Our aim is to ensure that all those using and working at The Umbrella Hub Community CIC can do so with confidence.

We will respect confidentiality in the following ways:

- Clients can ask to see the records relating to themselves but will not have access to information about any other client.
- Staff only discuss individual clients for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Information given by clients to staff will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our Safeguarding Policy).
- Concerns or evidence relating to a client's safety, will be kept in a confidential file and will not be shared within the organisation, except with the designated Child Protection Officer.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- Confidential records are stored securely in a lockable file and digitally on Google drive which is data encrypted.
- Volunteers are informed of our confidentiality policy and are required to sign it prior to commencing voluntary work at Autism and ADHD.


## Sharing information with outside agencies

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We will only share information with outside agencies on a need-to-know basis and with consent from clients, except in cases relating to safeguarding children or criminal activity. If we decide to share information without this consent, we will record this in the client's file, clearly stating our reasons. We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the clients in our care.

## Data Protection Act

We comply with the requirements of the Data Protection Act 1998, regarding obtaining, storing and using personal data.

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