

Confidentiality Policy

West London Equality Centre (WLEC)

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B. The confidentiality procedures

1. Induction, information, training and appropriate organisational arrangements
2. This agency will make appropriate arrangements for promoting an awareness of confidentiality requirements. The seriousness of a breach of confidentiality and potential consequences will be made clear to all parties. All staff, volunteers and committee members will be made aware of this confidentiality policy during induction and receive a copy. Subsequent training will ensure that people are clear about this agency's requirements and any key procedures that apply to them. Although other managers, staff and volunteers may be entitled to access confidential files, the sensitivities of clients should be considered. There should also be clarity about when and why other colleagues should have access to files held on service users.
3. We will not reveal information about you to any other organisation or individual without your express permission. There are rare occasions when we are required to breach confidentiality.

These are:

-when there is a danger to you or to others

-when not doing so would be breaking the law, e.g. under the Prevention of Terrorism Act

-when the WLEC discovers that it is advising both parties to a dispute and needs to disclose the fact in order to avoid a conflict of interest. We cannot advise both parties to a dispute.

4. There should be a private space, ideally a specific meeting room, where confidential matters can be discussed without being overheard by colleagues, volunteers or other service users. Alternatively, if there are space limitations, attempts should be made to agree with clients how best to create an acceptable environment for the interview or meeting. This may require agreements between workers on the use of office for meetings and interviews either in person, on the telephone or over the web.
5. Information on computers and disks must be secured in accordance with appropriate security arrangements.
6. There must be proper records kept that identify when confidential files have been accessed and documentation removed or added and by whom (see case management).
7. In line with the Data Protection Act 1998, action must be taken to identify types of particularly sensitive information and appropriate security arrangements must be put in place.
8. The complaints policy should include complaints about breaches of confidentiality and clients should be informed of this policy and how to make a complaint.

Date reviewed: Dec 2018

Date to be reviewed: Dec 2020