

Confidentiality Policy

Reading Family Aid recognises that it gains information about individuals and organisations during the course of its work and activities. In most cases such information will not be stated as confidential and its volunteers must exercise common sense and discretion in identifying whether this information should be communicated to others.

Information given in confidence must not be disclosed without consent unless there is a justifiable reason e.g. a requirement of law or there is an overriding public interest to do so.

Confidential information includes anything that contains the means to identify a person, e.g. name, address, post code, bank details. It includes information about sexual life, beliefs, details of offences and other sensitive personal information as defined by the Data Protection Act.

Where there is a statutory duty on Reading Family Aid to disclose information, the person or people involved will usually be informed that disclosure has or will be made unless this would put at risk the safety of any individual or jeopardise a potential criminal investigation. Details about disclosure of information and who has been informed will be kept on record and stored securely with restricted access.

There is a legal duty to disclose some information including:

1. Child and vulnerable adult abuse will be reported to the relevant statutory services
2. Drug trafficking, money laundering or acts of terrorism will be disclosed to the police.

In addition, colleagues believing an illegal act has taken place, or that a user is at risk of harming themselves or others, must report this to the Chair (or Vice Chair) who will report it to the appropriate authorities.

Users should be informed of this disclosure unless this would put at risk the safety of any individual or jeopardise a potential criminal investigation. Details about disclosure of information and who has been informed will always be kept on record and stored securely with restricted access.

Misuse of personal data and security incidents must be reported to the Secretary so that steps can be taken to rectify the problem and ensure that the same problem does not occur again. This includes as an example unauthorised access to person-identifiable information, incidents of information lying around in a public area and theft and loss of information.