

Sunderland Carers' Centre



Code of Confidentiality

Every person approaching Sunderland Carers' Centre will be treated with courtesy, respect and dignity. If the person needs to disclose personal circumstances, or wishes it for any other reason, they will be seen by the appropriate worker in a suitable private place.

Information belongs to the person who gives it and is loaned on trust to the individuals within the Centre. It remains the property of the person giving it, who may have access to it at any time.

Information may be shared within the team of workers and approved volunteers at Sunderland Carers' Centre. This is done in order to obtain the best possible service for people seeking help from Sunderland Carers' Centre.

Information will not be passed on to anyone outside the organisation without the permission of the owner unless there is an immediate risk to life, threat to safety of a child or vulnerable adult or a duty to society. However, should such circumstances arise the person concerned should be encouraged to seek help themselves and told that the information would have to be passed on, and to whom unless they are suspected as being the perpetrator of the offense in which case. (See Sunderland Carers' Centre Safeguarding Policy) Individual workers or volunteers at Sunderland Carers' Centre would, if at all possible, seek advice from the Responsible Person, Chief Executive Officer or the Chairperson of the Board of Directors before passing on information as indicated by the nature of the information.

Information held about individuals is regularly updated. Where there has been no new entry for 24 months staff will shred the relevant file.

When a third party provides information about an individual, such information is the property of the third party and will be kept separately unless permission is obtained to make it available to the individual. Staff and volunteers will seek to encourage third parties to share the information concerned with the individual so that it can be recorded with the information provided by the individual.

Recorded information will be stored securely and privately in a confidential file.

In publicity material, Sunderland Carers' Centre reports, case histories and the like will be made unidentifiable by changing both the names and other details, unless agreed as otherwise with the carer concerned.

Written consent given by a carer to be used for a media interview or appearance applies to one occasion only.

Permission will always be sought to record names and addresses, and to enter people on mailing lists. The code of confidentiality will be readily available within Sunderland Carers' Centre and

from workers and approved volunteers and will be given to anyone about whom information is kept.

Staff and volunteers are required to sign a Confidentiality Statement accepting their responsibility regarding confidentiality, to apply indefinitely even though they may no longer work for Sunderland Carers' Centre.

Board agreed 26th September 2011

Reviewed February 2015

Eibhlin Inglesby
Partnership and Policy Manager.