



Confidentiality Policy



Everybody deserves to have their privacy and personal details respected. This is our right and it's important that all environments and institutions act accordingly.

It's important that we understand our duty of confidentiality. We must abide by this duty and ensure that we respect service users' legal right to privacy. In some rare cases, it may be necessary to override this duty of confidentiality, particularly if people are at risk of harm.

Volunteers are expected:

- to be honest
- to respect individuals and their rights and responsibilities
- to have a non-judgemental approach

All associates, suppliers, contractors and sub-contractors working with the Seiriol Good Turn Scheme are bound by this policy.

What is Confidentiality?

The principle of confidentiality is about privacy and respecting someone's wishes. It means that you shouldn't share personal details about someone with others, unless that person has said you can or it's absolutely necessary.

In our context, confidentiality means that the call handler/volunteer, should keep a confidence between themselves and the service user as part of good practice. This means that the call handler/volunteer shouldn't tell anyone what a service user has said, or disclose their personal details to anyone, including address, phone number, details of medication or financial details, other than to those who need to know.

When Can You Break Confidentiality?

You may, in certain circumstances, override your duty of confidentiality to service users, if it's done to protect their best interests or the interests of the public. This means you may override your duty of confidentiality if:

- You have information that suggests a service user is at risk of harm.
- You have information to suggest that a service user is posing a risk of harm to someone else.

In these instances, you should always report your concerns.

If you have any concerns regarding the safety of a Service User of the Seiriol Good Turn Scheme, the person to contact in the first instance is Steve MacVicar (01248 811332 or 07734579049) who is our Designated Safeguarding Officer.

