



Confidentiality Policy

Statement of general principles

Ivybridge Caring recognises that the right to privacy is essential to ensure that our clients are able to have trust and confidence in the organisation. Ivybridge Caring will make every effort to ensure and maintain a working environment where personal rights, choices and dignity are respected.

Ivybridge Caring is therefore committed to the principle that any client has the right to expect that any information provided by them be used solely for the purpose for which it was given. Information will not be divulged to any other person or organisation outside of Ivybridge Caring without their consent, other than in those circumstances identified in this policy when this principle cannot be adhered to.

Ivybridge Caring also recognises its duty of confidentiality to all its Trustees and Volunteers.

This principle of confidentiality also extends to all relevant information regarding the internal affairs of Ivybridge Caring; especially any information relating to or involving any aspect of the business. This duty of confidentiality applies to Trustees and Volunteers.

A matter of trust

The success of every volunteer relationship with a client depends on maintaining confidentiality. If a client feels they cannot trust you with information, they will not be open and honest with you.

Some clients who live in small, close-knit communities may be reluctant to have a volunteer from within their community.

Duty of confidentiality

Ivybridge Caring believes that its Trustees and Volunteers have a duty of confidentiality to the organisation. Trustees and Volunteers are expected to act honestly and in good faith in all their dealings with the organisation.

Our work will bring us into contact with confidential information. To ensure that all those working within and volunteering for Ivybridge Caring, and all those using the service, can do so with confidence, we will respect confidentiality in the following ways:

No confidential issue is to be discussed with, or revealed to, any person or organisation outside Ivybridge Caring except with the express permission of the individual.

If in the course of discussion, the Volunteer feels that information is likely to be revealed that could make continued confidentiality impossible, she/he will immediately inform the client of the implications of continuing to reveal such information.

Any situation, in which a Volunteer fears for the safety or welfare of a client or for their own protection, should be referred to their Co-ordinator.

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Registered Charity No.1135960

All written information, whether in the form of records or of publicity, must protect the anonymity of individuals or groups.

Ivybridge Caring will take every reasonable step to ensure that no information regarding a client is disclosed, without their prior consent, except in circumstances where the organisation has a specific legal or contractual obligation to do so.

Any disclosure of information to a third party will be recorded in the client's file together with confirmation that their consent had been received.

Ivybridge Caring will comply with all requirements of the General Data Protection Regulation (GDPR).

The Trustees of Ivybridge Caring will ensure that all volunteers receive appropriate training in relation to the operation of this policy.