

Confidentiality Policy

Maintaining confidentiality at work is central to recognising and respecting the rights, dignity and privacy of people. In providing support to users of MSFs services, staff have access to personal information. This information may be necessary to provide the necessary support but it is important that families can expect any personal information will be kept confidential. MSF will collect, handle, and store personal data of our families, employees, trustees, and supporters according to the principles and guidelines of the Information Commissioners Office. This means that we will: only collect information that we need for a specific purpose; keep it secure; ensure it is relevant and up to date; only hold as much as we need, and only for as long as we need it; and allow the subject of the information to see it on request.

To ensure that all who use and work in the club can do so with confidence, confidentiality will be respected in the following ways –

- Parents/carers will have access to any files and records of their own children but will not have access to information about any other children.
- Staff should not discuss individual children, other than for purposes of curriculum planning/group management, with anyone other than the parents/carers of the child without their permission. To avoid accidentally disclosing information, conversations and discussions should be conducted in private and in a discreet manner out of earshot of others.
- Information given by parents/carers to Malvern Special Families will not be passed to other adults without permission.
- Where normal health and hygiene procedures offer adequate protection, information regarding a child's health condition e.g. HIV status will not be shared with staff unless requested by the parent/carer. Staff will be aware of hygiene procedures and the importance of adhering to them.
- Any anxiety/evidence relating to a child's personal safety should be kept in a confidential file and should be shared by staff only at the manager's discretion.
- Issues to do with the employment of staff, whether paid or unpaid, should remain confidential to the people directly involved with making personnel decisions.
- Parents can request that their child does not appear in photographs if they so wish.
- Information of a personal nature, including personal telephone numbers should not be given out over the telephone unless the caller is recognised as a person authorised to have that information.
- Care and attention should be given to record keeping and maintaining the security of records. At the end of a working period all confidential information should be put away securely.
- Users of MSF services have a right to know what is being recorded or written about them.
- If confidential information is accessed without authorisation, this must be reported to the Manager who will investigate.
- There may be circumstances when confidential information is received and the member of staff is obliged to divulge this information to an appropriate person or authority. For example if the information concerns something which would adversely affect the individual or is related to abuse. The safety and well being of the child will be of paramount importance.
- Social Media - This policy requires that:
You do not use social media to embarrass or disparage Malvern Special Families charity, its service users, staff or volunteers. Our reputation is important; so, too, is your personal brand. Think carefully about what you do, and how it reflects upon you as a professional and upon us as an employer of professionals.
You don't talk about any confidential Malvern Special Families information. Even when at home in your own time you must work within guidelines of our Confidentiality Policy. The mention of children's names, behaviours and other confidential information should never be recorded in your status update or on a "Wall" etc.
You don't upload or tag photos of friends or work colleagues, which may harm their professional reputation and that of Malvern Special Families.

Any breach of the confidentiality policy may result in disciplinary procedures.