



<b>Version : 1</b>	<b>Date : March 2025</b>
<b>Confidentiality Policy</b>	<b>Chief Executive Officer</b>
<b>Reviewed</b>	<b>18<sup>th</sup> March 2025</b>
<b>Frequency of review</b>	<b>This policy must be reviewed every 3 years or as deemed necessary</b>
<b>Date of Next Review</b>	<b>March 2028</b>
<b>File Location</b>	<b>BOT – Policy</b>
<b>Signed</b>	<b>G Day</b>

**Summary :** The Policy covers how to keep information safe, similar to the GDPR Policy. It covers the different ways in which breach of confidentiality should be reported and how it should be dealt with.

### **Disability Action Haringey: Confidentiality Policy**



## **1. Purpose**

This policy ensures that all staff, volunteers, and Board Members at Disability Action Haringey (DAH) understand their responsibilities regarding confidentiality and the consequences of breaching it.

Maintaining confidentiality is essential to uphold trust, protect sensitive information, and ensure that DAH provides high-quality services. Individuals who share confidential information with DAH must have full confidence that their privacy will be respected and safeguarded.

## **2. Definition of Confidentiality**

Confidentiality means that information shared within the organisation must not be discussed outside of DAH. Staff, Board Members and Volunteers are expected to handle personal and sensitive information with the highest level of discretion and integrity.

If a staff member, volunteer and Board Members receives information that they believe may require breaching confidentiality, they must raise this concern immediately with their line manager or the CEO, outlining:

- The nature of the information received.
- The reason they believe confidentiality should be breached.
- The intended outcome of breaching confidentiality.

Under no circumstances should confidentiality be breached without explicit authorisation from the CEO.



### **3. Procedure for Handling and Reporting Confidential Information**

#### **3.1 Reporting Confidentiality Concerns**

1. Staff member, volunteers and Board Members must report their concerns to their line manager or the CEO as soon as possible.
2. The line manager will document the concern and escalate it to the CEO if necessary.
3. The CEO will review the matter and determine whether confidentiality should be breached.

#### **3.2 Decision-Making on Breaching Confidentiality**

The CEO holds the final decision-making authority regarding whether confidentiality should be breached. The decision will be based on:

- Legal obligations (e.g., safeguarding concerns, public safety issues).
- Ethical considerations.
- The necessity of breaching confidentiality to protect individuals or DAH as an organisation.

If the CEO decides that confidentiality should be breached, the following steps will be taken:

1. A full written report will be prepared, outlining the justification and actions to be taken.
2. Any necessary external agencies (e.g., safeguarding authorities, law enforcement) will be informed in compliance with relevant legal and ethical obligations.



3. The CEO will ensure that only essential information is disclosed, limiting the breach to what is strictly necessary.
4. The CEO will oversee and document all actions taken to mitigate risks and protect affected individuals.

### 3.3 Appeals Process

If a staff member, volunteer or board member or affected party wishes to appeal a decision made by the CEO regarding breaching confidentiality, they may submit a formal appeal to the Board Members

The Board Members will review:

- The original decision made by the CEO.
- The rationale for the appeal.
- Any additional evidence or considerations.

The Board of Trustees' decision on the appeal is final.

## 4. Handling Confidential Records

All staff, volunteers and Board Members must handle confidential records with strict security measures to prevent unauthorised access, loss, or misuse. This includes:

- Storing physical records securely in locked cabinets.
- Ensuring digital records are password-protected and encrypted where necessary.
- Restricting access to confidential information on a need-to-know basis.

## 5. Confidentiality Agreement



**DISABILITY  
ACTION  
HARINGEY**

Charity Registration Number 1191762

All staff, volunteers, and Board Members must adhere to the following:

- I will not disclose confidential information about any person or organisation using DAH services to any third party during or after my involvement with DAH.
- I will not misuse any information obtained through my role at DAH.
- I understand that breaching confidentiality or misusing information may result in suspension, termination, or legal action.

Next Review Date: March 2028