



# Confidentiality Policy - Sept 2013 (1).docx





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## 1. Introduction

GreenHouse Mentoring (GHM) has been operating for over 10 years. This is the policy document for confidentiality matters.

## 2. Applicability

This policy applies to all GHM Staff and Volunteers.

## 3. Definitions

Within this document, the following definitions are understood:

- Volunteers** any person currently volunteering with GHM with a signed Volunteer Agreement;
- Staff** any member of the GHM Team with a formal written and signed contract;
- Buddy** any person who agrees to assist a volunteer by ensuring that mentoring sessions are completed on time and safely
- External Persons** any other person or organisation that has had or is having contact with GHM and does not fall into the above three categories.

## 4. Policy Authority

This document is approved by the GreenHouse Mentoring Manager.

Written By	Version/ Date	Comments
Richard Nestor	20/11/2010	Initial Issue
Ian Pirks	03/09/2013	Created to provide standard document format

## 5. Principles of Policy

The following principles will apply within GHM:

- ◆ In all cases, GreenHouse Mentoring staff and volunteers will work within the GHM Vision, Mission & Values statement.
- ◆ All information is handled with care and attention to confidentiality issues.

## 6. Policy

### 6.1 Introduction

See \\GHMserver\Shared \GHM Forms for all GHM Forms.

GreenHouse Mentoring staff and volunteers may, in the course of their duties, have access to a considerable amount of personal information relating to children, families and other individuals.

### 6.2 Procedure

In order to protect the individual's right to privacy of information disclosed to any paid worker or volunteer in GreenHouse Mentoring, all staff and volunteers are required to comply with the following:

1. A signed copy of the confidentiality agreement<sup>1</sup> will be kept on each volunteer's or paid worker's file.
2. Confidentiality will only be breached where there is risk of serious harm.
3. If requests are made of paid workers or volunteers for any information about an individual in GreenHouse Mentoring, the name, number, and agency of the caller should be recorded and passed onto the GreenHouse Mentoring Manager who will deal with the request. Details will only be given with the consent of the individual concerned unless covered by point 2 above.
4. Electronic records with information about volunteers, users of the service and referral agencies are held on computer. This information is obtained and updated on a regular basis for GreenHouse Mentoring use only, to enable the stated mission of GreenHouse Mentoring<sup>2</sup>.
5. Signed data protection forms are obtained for all volunteers and users of the service.
6. Records relating to individuals will be stored in secure filing cabinets, shredded as required, but in any event destroyed appropriately in line with GreenHouse Mentoring's Retention Schedule. Corresponding

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<sup>1</sup> See Confidentiality Agreement Form

<sup>2</sup> See Vision, Mission, Values statement



electronic records will then be deleted, only retaining statistical information after that.

7. Shredding<sup>3</sup> can be carried out by volunteers at the GreenHouse if necessary.
8. In the event of a breach of this policy, resulting in a complaint or other challenge, whether internal or external, the matter will be thoroughly investigated by an appropriate trustee or delegated worker. The individual concerned will be suspended from attending meetings or other occasions where confidential matters are raised, until such time as the matter is investigated and satisfactorily concluded. If necessary the disciplinary process<sup>4</sup> will be pursued.
9. Confidential information must not be disclosed by staff or volunteers to any unauthorised person during or after their role as a member of GreenHouse Mentoring.

## 7. Monitoring, Evaluation & Reporting

The GHM Manager will be responsible for the oversight of this policy.

## 8. Policy Review

Next policy review due before: August 2016

Policy last reviewed on: 03/09/2013

### Approved by:

Sue Pirks .....

(GreenHouse Mentoring Manager)

Date .....

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<sup>3</sup> See point 6 of this Confidentiality Policy

<sup>4</sup> See Disciplinary Policy