

Confidentiality Policy

Introduction

Ensuring confidentiality is a legal and moral responsibility. Improper use or disclosure to third parties of confidential information may cause serious loss or damage to Gran's Van and its reputation.

Purpose

This policy outlines the expectations Gran's Van has of its staff with regards to maintaining the confidentiality of information they may obtain during their involvement with the organisation.

In this policy, the term "staff" is intended to describe both employees and volunteers.

Policy

Confidential information should not be shared outside the organisation.

Staff are to treat as confidential all information from any sources that they are privy to during the term of their engagement with Gran's Van.

This may include information involving the organisation, its partners, other staff members and clients. Examples include, but are not limited to, personal contact details, funding information as well as internal processes and procedures.

It is important for staff to pay strict attention to client's privacy to help them experience a trusted, secure environment while receiving support from Gran's Van.

Discretion must be exercised in identifying clients outside of your work with Gran's Van.

You might talk in generalities about what you are doing and the clients and staff with whom you interact, but nothing that identifies a specific person or any details.

Except for the following specific circumstances, failure to adhere to this policy may result in disciplinary action.

The following circumstances may justify a breach of confidentiality:

- Disclosure as part of legal proceedings
- Where written permission to disclose was obtained from a client
- Where failure to disclose the information could lead to injury, maltreatment, or death.

Where a staff member is undecided whether to disclose confidential information, the circumstance can be discussed with the volunteer manager.

Related Policy Documents

Code of Conduct