



Confidentiality Policy

The Principle

The underlying principle is trust and trustworthiness. The term 'confidentiality' comes from the word 'confide' and 'confidence' meaning to tell or 'entrust' with secrets or information of a personal nature. It speaks of 'firm trust' and 'assured expectation'. The nature of the work of Evergreen Care UK means that we are 'entrusted' with the private concerns of others. This is an enormous privilege and carries with it great responsibility. Staff and volunteers registered with Evergreen Care UK will be expected to honour in every regard all information 'entrusted' to them and the organisation.

It is of paramount importance that any user of Evergreen Care UK should rightfully expect that information verbal or written, given to its Trustees, staff or volunteers is used only for the purpose for which it was given and should not be released to any other person or organisation without the user's consent.

In addition the principle of confidentiality extends to all relevant information about internal affairs of Evergreen Care UK, its Trustees, staff and volunteers.

The Policy - is intended to:

- Protect the interest of the 1) service users and 2) the organisation, its trustees, staff and volunteers.
- Provide practical guidance and promote best practice thereby adding credibility to the work of Evergreen Care UK and instil confidence in it.
- Comply with the Data Protection Act 2018 and **General Data Protection Regulation** ((EU) 2016/679) ('GDPR').

The Policy States that

1. Permission must be sought before information is collected and users informed of the purpose of the information.
2. Information should be collected only when it is necessary and used only for the purpose for which it is collected.
3. If information is to be divulged to a third party consent must be obtained from the person concerned. Confidence should only ever be broken where there is a Safeguarding concern which may put the client at risk from abuse. The person concerned must be informed and the line manager only must be notified with the information.
4. Information and records must be stored securely.
5. Records no longer necessary to the organisation must be destroyed securely.
6. To ensure confidentiality, consideration and provision of a secure environment where information is exchanged is essential, i.e private office, phone conversation, password protected e mail and photocopier.
7. Users will be made aware of this policy and of their right to complain if information is divulged without their permission.
8. Staff and volunteers must be familiar with and practise the 6 Data Protection Principles found in the **General Data Protection Regulation** ((EU) 2016/679) ('GDPR').

These state that all data must be:

- processed fairly and lawfully
- obtained and used only for specified and lawful purposes
- adequate, relevant and not excessive
- accurate, and where necessary, kept up to date
- kept for no longer than necessary
- kept secure

The following is also important in relation to data:

It must be processed in accordance with the individual's rights (as defined)

It must be transferred only to countries that offer adequate data protection.

Disclosure

Unless required to perform their legitimate duties, the volunteer/employee shall not disclose to any person who is not employed or engaged by the charity or use or cause to be used, at any time during their involvement with the Charity, or at any time thereafter, any information relating to the operational systems and methods of Evergreen Care UK including all information set out in the Handbook of Evergreen Care UK.

As an organisation – we are committed to reflecting the Trust and Trustworthiness of Jesus Christ and aspire to personal and professional integrity in all of our dealings with each other and those we serve.

Proverbs:

'Watch your words and hold your tongue; you'll save yourself a lot of grief.'

'A gadabout gossip can't be trusted with a secret, but someone of integrity won't violate a confidence.'

Declaration

I have read and understand Evergreen Care UK's Policy on Confidentiality and am committed to exercising due diligence and responsibility in my role and service whilst registered with Evergreen Care UK.

Name: Date:

Signature:

Issue 1: JANUARY 2015

Issue 2: MARCH 2017

Issue 3: JUNE 2019

Issue 4: JUNE 2021

