1. **Policy Statements**

1.1 The aim of this policy is to give clear guidelines/understanding to all RESTORE service users and staff, trustees, volunteers and students/trainees about RESTORE’s confidentiality policy with regard to RESTORE’s service users.

1.2 Service users need to feel confident that personal information will not be disclosed to outside agencies except in exceptional and clearly explained circumstances. We recognise that personal information belongs to the individual concerned, that they have the right to decide to whom it should be passed and that people who use our services have the right to see any written information held about them.

1.3 This policy has been written with the aim of maintaining a safe and secure environment for all people connected with RESTORE.

1.4 RESTORE shall have a nominated Caldicott Guardian who will maintain overall responsibility for the confidentiality of patient and staff records. The Caldicott Guardian is the Finance Director.

2. **Procedures**

2.1 Confidentiality will be observed in the following ways:

2.2 RESTORE will encourage a culture of confidentiality within the organisation by restricting personal information shared by a service user to the least number of people necessary. Staff, volunteers or students/trainees may disclose shared information to relevant member(s) of staff. However, except in exceptional circumstances (see below) no information will be passed on to people outside of the RESTORE staff team without the service user's permission.

2.3 All personal written information about service users kept by the organisation will be held in a secure place, except for time sheets, and the Accident Book which by law needs to be accessible at all times. Any information stored on a computer will be password protected.

2.4 If a service user wishes to see their notes a request can be made through the service users' key worker.

2.5 Statistical records that are passed on to outside agencies for monitoring and evaluation purposes will not contain personal information that would enable an individual to be identified.
2.6 The privacy of all service users using RESTORE will be respected by staff, volunteers and students/trainees at all times. In particular by trying to ensure that conversations and phone calls dealing with personal matters cannot, as far as possible, be overheard.

2.7 The decision to disclose personal information to an outside agency without a service user’s permission will be taken in consultation with a senior member of staff whenever possible.

2.8 In the following exceptional circumstances information will be disclosed to other agencies or third parties without prior agreement of the person or persons concerned.

- Where there is a serious risk of harm to the person concerned or to other people.
- Where there are current issues of child protection and our co-operation is required under the Children Act.
- Where disclosure of information is a legal requirement.

2.9 Where possible, RESTORE staff will inform the service user(s) concerned beforehand and explain the reasons for the decision to disclose.

2.10 Where it is not possible to give prior notice RESTORE staff will, whenever possible, inform and explain their action subsequently to the service user(s).

2.11 The Caldicott Guardian will provide advice and information to RESTORE and will be responsible for ensuring best practice is adhered to at all times.

2.12 The Caldicott Guardian will be responsible for carrying out ad hoc checks of the security of service user and staff data and produce periodic results of any findings to the Chief Executive and Trustees.