

## **One25 Confidentiality Policy**

Confidentiality is an essential principle of the service One25 provides, and applies to each individual who makes contact with the organisation.

One25 also respects the confidentiality of its supporters and donors, its staff and volunteers and, where relevant, the professionals and agencies it works alongside.

Confidentiality means that One25 restricts access to information about individuals. It defines who needs access, to which information, for which purposes, and takes steps to ensure that those boundaries are respected.

Confidential information is shared only with consent or when required by law, in respect of GDPR guidelines.

### **Service users**

The service user database and supporting paperwork is accessible only by staff and volunteers who are involved in front line services and others who have been specifically authorised by the SMT.

Front line staff and volunteers are allocated roles by the relevant Manager. They can then access only the information appropriate to their role. All staff and volunteers who have access to confidential service user information are given training at appropriate intervals on confidentiality. Volunteers using the client database are required to agree and sign a user agreement outlining expectations around confidentiality.

Staff and volunteers should only have direct contact with service users, other than that required as part of their One25 role and responsibilities, with the permission of a Manager. Should staff or volunteers find that they are coming into contact with One25 service users outside One25 e.g. in a recovery group, they should make this known to the relevant Manager as soon as possible.

All service users are told that One25's services are confidential at an early stage in their contact with One25, with an indication of the circumstances in which confidentiality may not be respected. A summary of One25's confidentiality policy is made available to service users by request.

Personal information about service users may be disclosed with the consent of the individual concerned, and One25 works with service users to gain their consent whenever possible when a disclosure appears appropriate. Disclosure without consent may only take place after authorisation by the relevant Manager where there is child protection or Safeguarding concerns, where there is a legal obligation to do so. In all cases the recipient(s) of the information and the reasons for the disclosure are documented. Where possible the individual is informed that the disclosure is to be made, unless there is a good reason for not doing so. Where a disclosure is to be made (with or without consent) the identity of the person to whom the disclosure is made will be verified (for example by calling back on a known or publicly available number). More detailed methods for handling disclosures are contained in One25's Safeguarding Procedures.

No service user data is used for demonstration purposes. "Live" data is used for system testing only if this is unavoidable in all the circumstances, and with the authorisation of a Manager.

### **Donors and supporters**

One25's supporter database where donor and supporter information is recorded has restricted access.

All staff and volunteers are informed which information they may access, for which purpose(s), and are individually responsible for respecting this. As far as reasonably possible, information in the Supporter Database will be presented in such a way as to minimise the likelihood of people seeing more information than they need to.

Financial information about donors and supporters is held and processed only by the admin and fundraising staff. No other teams are given access to this information.

### **Staff, volunteers and trustees**

Staff, volunteer and trustee records are confidential and shared only on a need to know basis. This includes reasons for absence and other sensitive data.

The primary record is held by HR for staff and trustees and by the Volunteer Manager for volunteers. Where others need to hold information on staff, this is kept to a minimum, held securely, and a copy of every document is placed with the primary record.

One25 treats incoming references as open (i.e. available to subject access) unless a referee specifically asks to submit a confidential reference.

One25 provides outgoing references, for future employment, financial status, etc., only with the consent of the individual concerned, and on an open basis.

### **Unauthorised access**

One25 takes appropriate security measures to prevent unauthorised people from gaining access to its computer systems and other information. These are detailed in a separate set of policies and procedures.

Deliberate unauthorised access by any member of staff or volunteer will be treated as a disciplinary matter and potentially as gross misconduct.

Anyone who becomes aware of a breach of confidentiality (whether caused by themselves or someone else) is expected to report it immediately to the Finance and Resources Manager.

### **Contractual obligations of staff and others**

A contractual obligation to maintain confidentiality is included in the contracts of all staff employed by One25 as a reference to the employee handbook.

Any member of staff or volunteer who inadvertently breaches confidentiality or who becomes aware of a confidentiality breach must report it as soon as possible to a Manager in line with One25's data security policy and procedures.

Where a contract is not appropriate (for example with volunteers and sometimes with agency staff and external contractors or when a commercial contract is relevantly and practically deficient), before being given access to any confidential information they are required to sign a confidentiality pledge, reminding them of their common law duty of confidentiality and indicating the information One25 regards as confidential. (See Appendix)

<b>Reviewed By</b>	Jennifer Riley, Operations Manager
<b>Reviewed Date</b>	March 19
<b>Next Review Date</b>	March 21
<b>Distribution</b>	All Staff, Volunteers and Trustees

## **Appendices**

Appendix 1 Visitor Confidentiality Agreement

Appendix 2 Volunteer Agreement

Appendix 3 IT User Account Form

Appendix 4 Service User Consent (part of Caseworker Assessment Form)



## **ONE25 CONFIDENTIALITY AGREEMENT**

Thank you for your involvement in One25. It is the intention of One25 to comply with the requirements of GDPR, Data Protection Act 1998, Human Rights Act 1998, Public Interest Disclosure Act 1998 and Supporting People Guidance. One25 owes a duty of confidentiality to all individuals (staff, volunteers, supporters, trustees, and service users) to keep personal information given by or about them safe and secure within the organisation.

You must respect any confidential information which comes to your knowledge either directly or indirectly during the course of your involvement with One25. You must not pass on any confidential information about One25 or any individuals to any unauthorised person. You must not delete, add to or change our data without One25's written permission.

If you are able to agree with the statement set out above, please sign the form below. A copy can be made available on request.

Thank you for your assistance.

I agree to adhere to the non-disclosure statement above

Signed:

Name (in capitals):

Date:

Contact address/telephone no:

## One25 Volunteer Agreement

<b>What we expect of you</b>	<b>What you can expect of us</b>
To perform your volunteering role to the best of your ability and in accordance with the volunteer's guidelines.	Provide induction and training to meet the responsibilities of your role.
To follow One25's procedures and standards as stated in our Polices, Outreach Practicalities and Drop-in Guidelines.	Provide support and feedback opportunities, and effective briefing and de-briefing.
To maintain the confidential information of the organisation and of its clients.	Explain the standards we expect for our services and to encourage and support you to achieve and maintain them.
To meet the time commitments and standards agreed to and to give reasonable notice so other arrangements can be made when this is not possible.	To do our best to help you develop your volunteering role with us.
To read all newsletters and correspondence associated with One25.	To repay any legitimate expenses incurred on behalf of the work you do for One25.
To complete a period of induction and attend an end of probation meeting. To attend the volunteers training, and support & feedback sessions organised by One25.	To provide you with adequate information in support of our health and safety policy.
To provide referees as agreed who may be contacted and to agree to a DBS (Disclosure & Barring service) check being carried out before commencement of volunteering.	To provide adequate insurance cover for volunteers whilst undertaking voluntary work
To not consume alcohol for 12 hrs. prior to being on duty on the van, drop-in or other volunteering.	To ensure that all volunteers are dealt with in accordance with our equal opportunities policy.
To advise Kate T. or relevant One25 staff of any medication being taken that could adversely affect your ability to respond effectively.	To try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us.
To respect One25's Christian ethos.	
To respect One25 staff, other volunteers, the women we support and the local community.	
Please do not talk to the media about One25. Please refer the media to the One25 office.	

This agreement is binding in honour only. It is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Signed: \_\_\_\_\_ Print name: \_\_\_\_\_

Date: \_\_\_\_\_

# IT User Account Form

## New or Change (Ring as Appropriate)

This form must be completed for anyone who requires access to One25s IT systems (or a change in access to One25s systems).

Staff Member Requesting User Access \_\_\_\_\_ Date \_\_\_\_\_

User Name: \_\_\_\_\_

User Status (Ring as Appropriate): Employee Volunteer Visitor

User Job / Role Title: \_\_\_\_\_

User Account Type (Ring as Appropriate): Personal Account General.Volunteer

### If Personal Account Define Access Required

Network Access Required to Drives: \_\_\_\_\_

Drive	Name	Y or N (Ring as Appropriate)		Drive	Name	Y or N (Ring as Appropriate)	
G	General	Y	N	R	Pause	Y	N
M	SMT	Y	N	S	Client Services	Y	N
P	Payroll	Y	N	U	User Home	Y	N

### Email Accounts Required (Ring as Appropriate):

None Personal One25 email Firstname.Surname

CJSM Account Access to others – please list

### Database Access

Supporter

Access Level Administrator Manager Staff Volunteer

Client

Access Level Administrator Manager Staff

### **User Declaration**

I confirm that I have read and understood One25s IT Acceptable Usage Policy and One25s Confidentiality Policy. I understand that should I fail to comply with these that this may constitute misconduct and may result in disciplinary action being taken against me.

Name:

Signed:

Date:



**One25 Service User Consent Form – Use of my Personal Information**

*If you would like this form in an alternative format, such as large print, please let us know*

This form is to get your permission for One25 to collect, share and store information about you. You can ask to review or change your consent at any time.

While you are working with One25 we assess your needs, your goals and any barriers to safety (your safety or the safety of others). To do this we coordinate with various services, so that we can offer the right support to you. These services include housing organisations, drug and addiction services, medical support services, legal services and relevant authorities.

If you have had contact with other agencies, and/or are receiving services from them, it might be useful for us to get in touch with them. This is so we can make sure your support is tailored to your specific needs. We will always talk this through with you and you can change your mind at any time.

Please let us know who you want to give us permission to contact:

	Address & Telephone Number	OK to Contact
GP & Health Centre - Name:		Yes <input type="checkbox"/> No <input type="checkbox"/>
Pharmacist - Name:		Yes <input type="checkbox"/> No <input type="checkbox"/>
Probation - Name:		Yes <input type="checkbox"/> No <input type="checkbox"/>
Social Worker - Name:		Yes <input type="checkbox"/> No <input type="checkbox"/>
Housing - Name:		Yes <input type="checkbox"/> No <input type="checkbox"/>
Solicitor - Name:		Yes <input type="checkbox"/> No <input type="checkbox"/>
Other - Name:		Yes <input type="checkbox"/> No <input type="checkbox"/>
Other - Name:		Yes <input type="checkbox"/> No <input type="checkbox"/>

Please let us know if there is anyone that you DO NOT want us to contact / share information with and enter their details below. (Note: there will be some safeguarding situations where we have to contact certain organisations. This would only ever be to prevent serious harm to you, prevent harm to a child or to someone else or to prevent some instances of crime). In these situations, we will only share information without your consent if discussing it with you first would increase the risk.

*Please provide details:*

professionals to provide some information about your work with us. We will always discuss this with you first, unless it relates to a safeguarding concern.

Note: We will ONLY share information with those additional organisations that you have specified. We WILL NOT share information with the people/organisations you have specified above, unless it relates to a safeguarding concern.

### **Storing information**

While you are working with One25 we will keep information about you, such as your name and address and the kind of support we are providing. Where this is done in paper format, the documents will be kept in locked spaces in secure offices accessible only by a very limited number of people as necessary to provide the support to you.

You should be aware that your information will also be stored on our Client database. Safeguards have been put in place to ensure your information is not accessed unnecessarily. Please ask for a copy of the One25 Service User Privacy Policy for further information.

I understand the form and I have had an opportunity to ask questions:

I consent for my information to be shared for these purposes, except as stated:

Signed: .....

Date: .....