



Marsh Street Arches and Garden CIC

CONFIDENTIALITY STATEMENT

Declaration Regarding Confidentiality

Organisation Declaration:

This declaration highlights some key issues around confidentiality that volunteers must be aware of. If you would like to read the organisations full statement please ask a staff member.

1. We recognise that maintaining the confidentiality of certain information is necessary and are committed to practices and procedures that reflect this.
2. We believe that information our service users give to our staff or volunteers in confidence should only be used for the purpose intended by the service user. Therefore our staff and volunteers will not normally divulge information that could compromise a person's safety or right to privacy.
3. The policy applies to all information gained in our professional relationship with the service user: this includes verbal, written and computer records.
4. In order to ensure that our volunteers comply with the Data Protection Act 1998, they need to be aware of the following:
 - **Personal or sensitive information covers:**
 - racial and ethnic background
 - religious or cultural or political beliefs
 - Trade Union membership
 - sexual orientation
 - criminal record or history
 - health records.
 - personnel records and payroll information

- **Confidential information covers:**

- home contact details (addresses and phone numbers)
- financial history
- membership records
- funding information.

5. Our staff and volunteers work as a team and so will liaise and share information about groups and individuals where this is appropriate to ensure good service delivery. They also keep records, monitoring data and mailing lists relating to their work with individuals and groups.

Volunteer Declaration:

- As a volunteer I have read and understood the above declaration on confidentiality and agree to work within these arrangements.
- I will maintain the confidentiality of the clients' and service users' personal, sensitive or confidential information.
- I will only discuss these details with other volunteers or staff members if it is appropriate or necessary to do my role as a volunteer.
- I will not mention the names or other details of clients and service users in conversation with people outside the organisation.

Name _____

Signature _____

Date _____