



CONFIDENTIALITY POLICY & PROCEDURES

Principles:

The Let's Play Project views personal information related to staff, volunteers or clients as confidential unless legal or safety issues are involved.

This document should be read in conjunction with the Safeguarding Policy PP09 and the Professional Boundaries Policy PP23.

1. Policy:

- a. In working with the Let's Play Project personnel may have access to confidential information about clients or employees. This may be through records and reports (either paper or on computer), client or employee contact or conversations.
- b. This information may or may not be connected with an individual's specific duties. It is vital that all information about clients or employees is treated as strictly confidential.
- c. During employment with the Let's Play Project it is not appropriate or acceptable for a member of staff to accept a friend request from a service user on any social networking site.
- d. During employment with the Let's Play Project it is not appropriate or acceptable for a member of staff to disclose information about situations or comments about work or a service user on any social networking site.
- e. Our clients and our employees must be able to have confidence that personal information is never released unless there is a legal or duty of care requirement e.g. Safe Guarding.

2. Procedures:

There is a need to alert those at risk as well as other relevant workers/agencies, when an assessment is made that an individual poses a risk to the physical safety of the following:

- 1) Family (especially children)
- 2) Carers
- 3) Members of the public
- 4) Staff or statutory and voluntary agencies

Let's Play Project. Orcahrd's View, Twyford Road, OX17 3JL



- a. In these cases the matter should be referred to the Co-ordinators and Manager. The Trustee with responsibility for staffing will also be informed.
- b. We expect all employees and volunteers, whether employed on a permanent, temporary or casual basis to maintain the confidentiality and security of information and to take all necessary steps to ensure this, including signing the necessary forms. Individuals may be personally liable for any breach of confidentiality.

3. The Agreement (Appendix A), which all trustees, staff, volunteers and placement students should sign prior to joining Let's Play to confirm the acceptance of responsibility to maintain the confidentiality of client and/or employee information is attached:



Appendix A:

CONFIDENTIALITY AGREEMENT

FOR USE WITH ALL EMPLOYEES AND VOLUNTEERS WITHIN THE LET’S PLAY PROJECT

- a. In your work with the Let’s Play Project you may have access to confidential information about clients or employees. Access to information may be through records and reports (either paper or on computer), client or employee contact or conversations. This information may or may not be connected with your specific duties. It is vital that you treat all information about clients or employees as strictly confidential. Our clients and our employees must be able to have confidence that personal information is never released unless:
 - 1) There is a legal or duty of care requirement e.g. safe guarding
 - 2) There is a need to alert those at risk as well as other relevant workers/agencies, when an assessment is made that an individual poses a risk to the physical safety of the following:
 - Family (especially children)
 - Carers
 - Members of the public
 - Staff or statutory and voluntary agencies

- b. In these cases the matter should be referred to the Co-ordinators and the Manager. The Trustee with responsibility for staffing will also be informed. The Let’s Play Project expects all employees and volunteers, whether employed on a permanent, temporary or casual basis to maintain the confidentiality and security of information and to take all necessary steps to ensure this. You may be personally liable for any breach of confidentiality.

Please sign this Agreement to confirm that you accept your responsibility to maintain the confidentiality of client and/or employee information.

Name:

Organisation:

Signature:

Date:

Return this form to: The Manager, the Let’s Play Project