

CONFIDENTIALITY POLICY & PROCEDURES

Confidentiality

Any information that has been acquired by you regarding our business, our clients or customers, suppliers, associated companies, or any other persons or bodies with whom we have dealings of any sort (and which has not been made public by us or with our express authority) shall be treated as confidential information.

You must not disclose any such information either during your employment with us or after termination of employment without our prior written consent (except as required by law).

You should take all steps to safeguard any such information. This includes all documentary information held on any medium. Upon termination of employment, or at any other time when so requested, any information which you hold in written form or stored on any kind of storage device must be returned to us.

Care must be taken when discussing our business that you cannot be overheard (e.g. in corridors, on the telephone etc.).

Breaches of confidentiality will be dealt with using our disciplinary procedures and, dependent upon the circumstances, may be regarded as Gross Misconduct, which could lead to your summary dismissal.

1. General Statement:

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

The Let's Play Project views personal information related to Core Team, Playworkers, Volunteers, Young Adults or Young People as confidential unless safeguarding concerns, legal or safety issues are involved.

2. Policy

2.1. In working with the Let's Play Project personnel may have access to confidential information about Young People, Young Adults, Core Team, Playworkers or Volunteers. This may be through records and reports (either paper or on computer), Young People, Young Adults, Core Team or Playworker contact or conversations.

- 2.2. This information may or may not relate to an individual's specific duties. It is vital that all information about Young People, Young Adults, Core Team, Playworkers or Volunteers is treated as strictly confidential.
- 2.3. During, and after employment with the Let's Play Project, it is not appropriate or acceptable for any of the Core Team, Playworkers or Volunteers to accept a friend request from a service user on any social networking site.
- 2.4. During employment with the Let's Play Project it is not appropriate or acceptable for any of the Core Team, Playworkers or Volunteers to disclose information about situations or comments about work or a Young Person or Young Adult on any social networking site.
- 2.5. Our Young People, Young Adults and our Playworkers, Volunteers must be able to have confidence that personal information is never released unless there is a legal or duty of care requirement e.g. Safeguarding.

3. Procedures

- 3.1. 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:
 - a. Family (especially children)
 - b. Carers
 - c. Members of the public
 - d. Staff or statutory and voluntary agencies
- 3.2. In these cases, the matter should be referred to the Charity Manager and Senior Coordinator. They will then inform the Trustee with responsibility for staffing.
- 3.3. We expect all Core Team, Playworkers 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.

4. The Confidentiality Agreement



4.1. All Trustees, Core Team, Playworkers, Volunteers and placement students should sign the Confidentiality Agreement prior to joining Let's Play Project to confirm the acceptance of responsibility to maintain the confidentiality of Young People, Young Adults and/or employee information.

Date of Policy – 1st May 2023

Review Date – 1st May 2025