

HEMEL HEMPSTEAD DAY CENTRE LTD

Company Registered in England No: 1288177

Registered Charity No: 272688

HALF MOON YARD, HIGH STREET, HEMEL HEMPSTEAD, HP1 3AE

Phone 01442 262746

E mail: daycentre@lineone.net

CONFIDENTIALITY POLICY

The Centre operates a policy of confidentiality..

All trustees and staff at the Centre are required to abide by the policy and by the Data Protection Principles

The Data Protection Principles are that the data shall be:

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1. Fairly and lawfully processed
2. Processed for limited purposes
3. Adequate, relevant and not excessive
4. dated and signed
5. legible
6. Accurate
7. Not kept longer than necessary
8. Processed in accordance with the data subject's rights
9. Secure

Data is not limited to information we may hold on computer disk, but encompasses all our written records, e.g. lists of members names and addresses, summaries of individual treatments, fund raising records and medical data.

The Confidentiality policy requires adherence to the Data Protection Principles, and absolute confidentiality in all dealings with our members and each other and outside suppliers including therapists. This means that in no circumstances may any trustee or member of staff reveal to anyone outside the Centre any information or advice or counselling given to or received from members of the Centre or therapists or information concerning the finances of the Centre or identity of donors.

In most circumstances it may be inappropriate to reveal even the names of trustees or members to anyone outside the Centre or to confirm that we assist a particular member. This is very important in all types of therapies and counselling we may supply. Although we are proud of the friendliness and informality of our Centre, we consider ourselves in the same light as and subject to the same disciplines as other professions such as doctors and nurses. Our members will expect us to respect their privacy and the confidential nature of any information about themselves that they may supply to us.

If you are aware that friends or other people you know are members of the Centre or attend the Centre it may be tempting to reveal this information to others. But do not do so. Breaches of confidentiality could cause very serious problems for the Centre and its members and will be treated as a major disciplinary matter. This does not mean you cannot promote the Centre's activities – it is the revealing of protected data to the outside world which is forbidden.

Always be practical – if an enquiry is made by telephone by an outsider about a member (perhaps requesting a telephone number or an address of a member), you should firmly but politely decline to

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give the information. If an unsolicited e-mail or letter requests personal information, do not give it in any reply.

A member is entitled to know, and see, what information and data that we may hold concerning that member to ensure its accuracy, or indeed to require its removal from our records.

Computers at the Centre must be passworded with a password unique to the user and other authorised member staff. Confidential correspondence should ideally be password protected to prevent so far as possible interception by unauthorised access or use of the computer.

Information on clients should be kept for 8 years from last entry.

Any paperwork should be shredded if necessary.

DISTRIBUTION

All Staff and Trustees

HHDC Policies & Procedures	Title: CONFIDENTIALITY POLICY	Document No.	
		Revision No.	
		Compiled by:	Sally Kingswell
		Approval Date:	
		Review Date :	December 2016

Reviewed and approved July 2017

Hemel Hempstead Day Centre Ltd is a non-profit making company 'Limited by Guarantee' the sole purpose of the company is to provide for the comfort and welfare of its members who are elderly residents of the Borough of Dacorum.