

CODE OF CONFIDENTIALITY – POLICY STATEMENT

1. All personnel information should be regarded, in the first instance as confidential. Both the user and the donor of the information need to be able to trust the Department to respect their confidence.
2. Staff employed or on contract to the Department are expected to observe the open access policy, procedures and recording guidelines and code of practice on confidential information.
3. Where arrangements are made with others for the supply of services to the Department or direct to users, staff should ensure that the arrangements include adequate protection for the confidentiality of personal information.
4. Volunteers and informal carers assisting in the care of a person may also need to be given personal information, and they should be required to adhere to the same arrangements as others, regarding the confidentiality of the information they are handling.
5. Staff employed or contracted to the Department should note that failure to observe the Code of Confidentiality may put users at risk, damage the reputation of the Department and of other workers, prevent the flow of crucial information and make the tasks of other workers more difficult.
6. Users records, including extracts of those records if they contain information which will identify the user, are regarded by the Department as highly confidential. The greatest care must be taken in their safekeeping, and security maintained regarding their contents.
7. Staff employed or contracted to the Department should only discuss the user or contents of users' records in a purposeful way in the course of their duty or as necessary for training.
8. Disciplinary Action may be taken against staff who do not observe the requirements of the Code of Confidentiality.
9. A copy of this policy statement will be issued to all new members of staff.