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**Chase Meadow Community Centre**

**CONFIDENTIALITY POLICY**

Chase Meadow Community Centre (CMCC) as a Community Centre is an open and accountable organisation and if anyone wishes to view the minutes of meetings or have more information on the services provided, they are free to do so upon request.

However, some areas of work need to be covered by a confidentiality policy and it is the management committee responsibility to implement and evaluate the use of this.

1. Confidential information is any information to which the common law ‘duty of confidence’ applies. A duty of confidence is created when ‘private’ information has been passed on in such a way that the person receiving the information was aware, or should have been aware, that the information was being imparted on the basis of confidentiality. (The legal test is whether a ‘reasonable’ person would think the recipient ought to have known that the information was confidential).
2. Once you have obtained confidential information in this way, you are under a common law obligation not to disclose it or use it without the consent of the person who provided that information, except in very specific circumstances.
3. Photocopies of sensitive documents (i.e. Birth, marriage or death certificates, CV’s, benefit forms etc) should be taken subject to the consent of the person who owns them.
4. As a volunteer/employee of CMCC you may have access to confidential information and this should not be disclosed without prior consent, to anyone other than a member of the management committee, who are bound to maintain these confidentiality boundaries at all times.
5. Information of a personal nature in relation to volunteers/employees/users of the centre should be stored in a secure place and destroyed when no longer relevant (see also Data Protection legislation).
6. Individual hirer/user information must not be removed from CMCC premises without agreement.
7. Volunteers/employees may not divulge, or use to the detriment or prejudice of anyone, any confidential information concerning the organisation or its affairs.
8. Private and confidential information received at CMCC should only be discussed in relation to CMCC business.
9. Care should be taken not to discuss confidential matters in public areas and it is good practice to offer use of the private office, especially when other callers can interrupt or overhear conversations.
10. Care must be taken when asking and receiving information over the telephone. If sensitive subject matter is to be discussed with the caller it may be sensible to take the call in the private office to ensure a confidential conversation can be had.
11. If talking to the press be clear on messaging and there may be occasions where “no comment” should be made. However, you may wish to give general information, including statistics and/or the broad range of services available from CMCC. A current leaflet or newsletter could always be forwarded as these would be in the public domain or reference to the website. Ensure the Management Committee of CMCC is aware of any contact with the press.
12. A breach of confidentiality occurs if anyone agreeing to this policy divulges either deliberately or accidentally any information concerning hirers/users/individuals/volunteers or employees without their prior consent.
13. Any deliberate infringement of this policy could lead to further action.
14. There is no formal ‘whistle-blowing’ policy; however, should anyone feel the need to discuss issues around work or individuals at CMCC they can talk in confidence with a trusted member or friend of the Management Committee to find a solution.
15. Volunteers/employees and committee members using CMCC must agree to this confidentiality policy.

**Approved by ………………………………….(Ms Helen Venn) on behalf of the CMCC Management Committee.**

**Dated…………… February 2019**