

# POWYS CHALLENGE

Registered Charity Number 1091494 Company No: 4350654

## CONFIDENTIALITY POLICY

**Powys Challenge believes that it is essential to protect its staff, volunteers, partnership agencies, clients and their families by adhering to a policy in relation to the confidentiality of information.**

### **Staff**

Access to information concerning employees is on a *need to know* basis. The practice outlines below must be observed.

Main personnel files are held by the Chief Officer in a locked cabinet. Access is available to the Chief Officer and the Office Manager. If information is required from these files by others, then a request must be made to one of the people listed above who will provide the relevant information.

Additional staff files related to salary payments and bank details are held in a locked cabinet at Powys Challenge's head office in Llandrindod Wells. Access to these files is normally only available to the Chief Officer, the Finance Officer and Office Manager.

Criminal Record Information about staff with unspent convictions, and/or spent convictions where relevant will be kept separately by the Office Manager in a locked cabinet.

Supervision files will be kept by the Chief Officer in a locked cabinet. These files are available to the Chief Officer and the Chair of Trustees.

### **STAFF MAY OF COURSE HAVE ACCESS TO THEIR OWN FILES AT ANY TIME.**

Personnel files will be kept for 5 years following the departure of a member of staff and will then be shredded.

Files on unsuccessful applicants for posts within Powys Challenge will be kept in a locked cabinet for six months and then shredded.

### **Staff/Volunteers and Partnership Agencies**

Powys Challenge expects that all staff will demonstrate respect and courtesy for others in their general conversation. This expectation would preclude malicious gossip and overt criticism of others outside the line management structure. It does not preclude discussion of performance of staff in the appropriate setting or the use of the grievance procedure.

Powys Challenge expects that staff will not disclose any personal information about other staff, volunteers, agency staff or clients to any third party without permission.

All staff are required to keep information acquired in the course of their work in confidence.

Adherence to this policy will ensure that staff, volunteers, agency staff and clients are treated fairly and with respect and that breaches of confidentiality are avoided.

Failure to adhere to the policy could result in disciplinary proceedings.

## **Volunteers**

The issue of confidentiality is considered at length in the volunteer training course. Volunteers are required to sign a statement, agreeing to adhere to the confidentiality guidelines. A copy of the statement is appended.

The following details are also contained within the Volunteer Handbook.

### **Confidentiality**

You will have learned about confidentiality requirements during your training course.

Information you receive during the course of your work (e.g. about clients with whom you work) is confidential to:

- yourself
- the client
- the supervising officer from the partnership agency
- the appropriate Powys Challenge staff member.

You must not discuss the details of your work or any client details with anyone other than those listed above. Be careful too, of accidental breaches of confidentiality - for example, discussing a case within the hearing of other people, or storing notes you have made where they may be seen by unauthorised people.

Please remember also, that information you may learn about Powys Challenge staff or agency staff is also confidential - just as information about you remains confidential.

Please always remember that you have signed a contract with Powys Challenge about your commitment to policy of confidentiality.

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## CONFIDENTIALITY STATEMENT

I \_\_\_\_\_ UNDERTAKE NOT TO DIVULGE ANY INFORMATION TO ANYONE OUTSIDE POWYS CHALLENGE AND RELEVANT AGENCIES EITHER DURING MY SERVICE AS A VOLUNTEER/MEMBER OF STAFF OR IN THE FUTURE.

IN THE EVENT OF ANY SUCH DISCLOSURE, I UNDERSTAND THAT MY WORK WILL BE TERMINATED IMMEDIATELY.

Signed \_\_\_\_\_

Name \_\_\_\_\_  
(Please print)

Date \_\_\_\_\_