



A Hub for Wellbeing

The Old Needle Works Foundation

Confidentiality Policy

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Elaine Grant	CEO	Date 01/10/23

This policy applies to all staff, Trustees and volunteers of The Old Needle Works Foundation. The data covered by the confidentiality policy includes:

- Information about the organisation, for example, its plans or finances
- Information about other organisations
- Information about individuals, for example, service users, volunteers and staff whether recorded electronically or in paper form

All staff, Trustees, volunteers and others who work at The Old Needle Works Foundation must respect the need for confidentiality of information held about anyone who comes into contact with the charity, and about any charity business. This is expected to continue even when contact has ceased with this person, and when the Trustee, volunteer or staff member no longer works for The Old Needle Works Foundation.

This policy should be read in conjunction with The Old Needle Works Foundation's Data Protection Policy.

Information about individuals

The Old Needle Works Foundation is committed to ensuring confidential services to all individuals. The confidentiality is between the individual and the organisation, not the members of staff delivering a service.

Confidential information will not be sought from a service user unless expressly in the interests of that person, i.e. to enable a better service delivery.

Information will only be passed to another agency or to other individuals outside of the charity with the consent of the person, where possible this will be with written consent. If a member of staff or volunteer intends to get information from another agency to help the service user or to refer them to another agency, then this must be explained to the service user and their permission given.



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No personal information about staff, volunteers or service user will be given to any third party including a member of their family, without the consent of the person. Information will only be divulged on a “need to know” basis.

Information will be treated in confidence and will not be divulged to anyone outside the organisation except where extenuating circumstances exist (see below). However, in order that we can provide the best possible help to our service users it may be necessary to share information with a manager or colleagues within The Old Needle Works Foundation.

All visitors and service users are entitled to privacy and will be made aware that they can specifically request to be seen in private.

In no circumstances should details of a service user be discussed by anyone outside of the organisation or in an open plan area in such a manner that it is possible to identify the individual.

Staff and volunteers should take due care and attention when speaking to service users and using the telephone. No service user should be able to hear a conversation or personal details of another service user.

Use of service user information for publicity, reporting or training purposes

The Old Needle Works Foundation does need to be able to give information where appropriate about the impact of our services.

If one of our services has an outcome which would provide useful material for publicity, reporting or training purposes, then wherever possible the permission of the service user will be sought in writing before the story is told to anyone else. If permission cannot be obtained, then any details that would enable identification of the learner to be made will be changed.

Limits to confidentiality

In certain circumstances The Old Needle Works Foundation reserves the right to break confidentiality should this be deemed necessary. These circumstances include:

- If a member of staff believes that a person could cause danger to themselves or to others.
- If a member of staff suspects abuse or has knowledge of abuse
- If the person gives information which indicates that a crime has been committed
- If disclosure is required by law, for example, by the police
- If a person is felt to lack the mental capacity to make a decision. In such cases staff or volunteers will discuss with a manager and they will only act in the service user's best interest.
- If the service user gives information which indicates a possible terrorist threat.

The decision on whether to break confidentiality will be decided on a case-by-case basis and always in conjunction with a manager.



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Access to data

This Policy operates on a “need to know” basis and apart from staff and volunteers in the office of The Old Needle Works Foundation, no-one will have access to service user or organisational information unless it is relevant to the service or their work.

All service users and visitors have the right to request access to all information stored about them and have a right to see a copy of this confidentiality policy on request.

If any party concerned has a sensory or physical impairment, efforts should be made to ensure that all aspects of this policy and exchanges between parties are understood.

Significant breaches of this policy will be handled under The Old Needle Works Foundation disciplinary procedures.

Evaluation and Monitoring

All staff and volunteers will be given a copy of the policy when they join The Old Needle Works Foundation and will sign the confidentiality statement that they will abide by this policy. The Old Needle Works Foundation will ensure that all staff and volunteers are trained in the application of this policy.

The policy will be reviewed annually by the CEO and approved by the Board of Trustees. It will also be reviewed in response to changes in relevant legislation, contractual arrangements, good practice or in response to an identified failing in its effectiveness.

Please sign below to indicate that you have read and understood the policy.

Name _____

Signature _____

Position in the company