



# Penn & Tylers Green Village Care

## Charity Number: 1043310

## Confidentiality Policy

This Policy outlines the position of Penn & Tylers Green Village Care's position on matters of confidentiality. It is a binding document which is to be accepted by all clients, volunteers and trustees. This policy should always be observed and in all circumstances; breaches may lead to the termination of their involvement with Penn & Tylers Green Village Care.

### What is Confidential Information?

**Confidential** information is defined as written or verbal information that is not meant for public or general knowledge. It is information which is regarded as sensitive or personal or information which has been specifically expressed as such by clients, volunteers or trustees. Consent to disclose information can only be given by the person who owns the information. It is important that the person giving the consent is aware of the reasons why their consent is sought, the uses to which the information will be put, the identity of the parties to whom the information is given. For example: a client may be asked about medical problems and this information may be divulged, for safety reasons, to the telephonists and to the person who would be driving the client to a medical appointment.

### Statement

**Penn & Tylers Green Village Care regards it as a duty on clients, volunteers and trustees not to reveal to any person outside the organisation, without the specific prior consent of the individual who has divulged the information, any matter which becomes known to them through their involvement with the Charity.**

1. All information is confidential to volunteers and trustees of Penn & Tylers Green Village Care. Personal Information about individuals may need to be shared during meetings. This should be done without identifying an individual where possible.
2. Penn & Tylers Green Village Care reserves the right to break confidentiality if (a) a vulnerable adult is at risk of being harmed, (b) a person's life is at risk, or (c) there are reasonable grounds to believe a criminal act has, or will, take place.
3. Statistical information may be used for monitoring purposes but will never be attributable to an individual.