***Confidentiality Policy***

***General Statement of Policy***

*The Aggie Café & Social Club recognises that employees, volunteers, and trustees gain information about individuals and Organisations during their work or activities. In most cases such information will not be stated as confidential, and employees and volunteers may have to exercise common sense and discretion in identifying whether information is expected to be confidential. This policy aims to give guidance but if in doubt, seek advice from your Office Manager.*

*This policy is to be reviewed every year.*

*1.* ***General principles***

*1.1. The Aggie Café & Social Club employees and volunteers may gain information about*

*The Aggie Café & Social Club, such as plans and finances. This information must not be*

*shared with any parties outside the Organisation.*

*1.2. All visitors to the Club are entitled to privacy and can specifically request to be seen in*

*private.*

*1.3. Employees and volunteers can share information with their Manager or Committee/Trustees todiscuss issues and seek advice.*

*1.4. Employees and Volunteers should avoid exchanging personal information or comments*

*(gossip) about individuals with whom they have a professional relationship.*

*1.5. As part of the The Aggie Café & Social Club Equality Polic, it is not appropriate to*

*discuss a person’s sexuality (i.e., ‘outing’ a gay person, disability, their gender reassignment)*

*without their prior consent.*

*1.6. Employees and volunteers should avoid talking about the Organisation or individuals in*

*social settings.*

*1.7. Information considered sensitive, personal, or private will not be shared with anyone other*

*than the Manager or Committee/Trustees without the consent of the individual.*

*1.8. Constructive liaison with other agencies is sometimes essential if individuals and groups are to be offered an effective service by The Aggie Café & Social Club . However,*

*confidential matters must not be discussed outside of The Aggie Café & Social Club*

*without the prior permission of the individual or Organisation.*

*1.9. Where there is a legal duty on The Aggie Café & Social Club to disclose information,*

*the person to whom the confidentiality is owed will be informed that disclosure has or will*

*be made.*

*2.* ***Why information is held***

*2.1. Most information held by The Aggie Café & Social Club, relates to voluntary and*

*Community Organisations, self- help groups, volunteers, employees, Trustees, or services*

*which support or fund them.*

*2.2. Information may be kept enabling The Aggie Café & Social Club to understand the*

*history and activities of Organisations to deliver the most appropriate services.*

*The Aggie Café & Social Club*

*Bellfields Road, Guildford, Surrey GU1 1QG*

*07922098379/ Theaggieclub2023@gmail.com*

*TRUSTEES | Darren Draycott (Chairman), Mark Simmonds (Treasurer), Tasha Lucas (Club Secretary/Manager)*

*2.3. The Aggie Café & Social Club does need to share 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 individual will be sought using a disclosure form before any action is taken. If*

*permission cannot be obtained, then details must be amended to protect the identity of the*

*individual.*

*2.4. The Aggie Café & Social Club has a role in putting people in touch with voluntary and*

*Community Organisations and keeps contact details which are passed on to any enquirer,*

*except where the group or organisation expressly requests that the details remain*

*confidential.*

*2.5. Information about ethnicity and disability of users is only kept for the purposes of*

*monitoring our equal opportunities policy and for reporting back to funders.*

*2.6. The Aggie Café & Social Club has a role to put individuals in touch with Community*

*Organisations. Contact details will only be disclosed to services with the user’s permission,*

*using a disclosure form.*

*3.* ***Access to information***

*3.1. Information is confidential to The Aggie Café & Social Club as an organisation but may*

*be passed to employees, the Manager or Committee/Trustees to ensure the best quality service.*

*3.2. Where information is sensitive, i.e. it involves disputes or legal issues, it will be confidential*

*to the employee dealing with the case and their Manager. Such information should be*

*clearly labelled ‘Confidential’ and should state the names of the employees entitled to*

*access the information and the name of the individual or group who may request access to*

*the information. This should be stored in a lockable filing cabinet.*

*3.3. Employees will not withhold information from their Manager and Committee/Trustees unless it is purely personal.*

*3.4. Individuals may have sight of The Aggie Café & Social Club records held in their name*

*or that of their Organisation. The request must be given in writing to the Manager*

*giving 14 days’ notice and be signed by the individual, or in the case of an organisation’s*

*records, by the Chairman or Manager. Sensitive information as outlined in paragraph*

*3.2 will only be made available to the person or organisation named on the file.*

*3.5. When photocopying or working on confidential documents, employees and volunteers must ensure they are not seen by people in passing. This also applies to information on computer screens.*

*4.* ***Storing information***

*4.1. The Aggie Café & Social Club Centre keeps non-confidential information using paper files and computers.*

*4.2. Confidential information is stored in locked filing cabinets and stored accordingly to the Data Protection policy of The Aggie Café & Social Club.*

*4.3. Information about volunteers and other individuals will be kept by the employee personally*

*responsible. These colleagues must ensure management know how to gain access.*

*4.4. Employees’ personnel information will be kept in lockable filing cabinets in accordance with*

*the The Aggie Café & Social Club’s data protection policy and will be accessible to the*

*Office Staff or to those who are entitled to see it as part of their duties.*

*4.5. Filing cabinet drawers holding confidential information should always be labelled*

*‘confidential’ and remain locked.*

*4.6. Electronic files will be stored safely on One Drive in accordance with The Aggie Café & Social Club’s Password Policy.*

*4.7. The time in what information is stored is in accordance with the The Aggie Café & Social Club’s Retention of Information Policy.*

*4.8. The Aggie Café & Social Club reserves the right to break confidentiality if:*

*• If it is believed an individual is a danger to themselves or others.*

*• If an employee or volunteer suspects abuse or has knowledge of abuse.*

*• If an individual gives information indicating that a crime has been committed.*

*• If a disclosure is required by Law.*

*• If it is felt an individual has the capacity to make a decision. Action will only be made in*

*the best interests of the individual.*

*4.9. Breaking confidentiality will be done so on a case by case basis.*

*4.10. Individuals should be informed of disclosures.*

*5.* ***Duty to disclose information***

*5.1. There is a legal duty to disclose some information including:*

*• Child abuse will be reported to the Children, Schools and Families Department*

*• Drug trafficking, money laundering, acts of terrorism or treason will be disclosed to the*

*police.*

*5.2. In addition, a colleague believing an illegal act has taken place, or that a user is at risk of*

*harming themselves or others, must report this to the Manager and Committee/Trustees who*

*will report it to the appropriate authorities.*

*5.3. Service users/Members should be informed of this disclosure.*

*6.* ***Disclosures***

*6.1 The Aggie Café & Social Club complies fully with the CRB Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information.*

*6.2 Disclosure information is always kept separately from an applicant’s personnel file in secure*

*storage with access limited to those who are entitled to see it as part of their duties. It is a*

*criminal offence to pass this information to anyone who is not entitled to receive it.*

*6.3 Documents will be kept for one year and then destroyed by secure means. Photocopies will*

*not be kept. However, The Aggie Café & Social Club may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the*

*Disclosure was requested, the unique reference number of the Disclosure and the details of*

*the recruitment decision taken.*

*7.* ***Data Protection Act***

*7.1. Information about individuals, both paper and electronic must be done so in accordance with The Aggie Café & Social Club’s Data Protection Policy which is based on the following data protection principles:*

*• Obtained and processed fairly and lawfully.*

*• Held only for specific purposes.*

*• Adequate relevant and not excessive.*

*• Accurate and up to date.*

*• Not kept longer than necessary.*

*• Kept secure and protected.*

*• Not transferred outside of Europe.*

*8.* ***Breach of Confidentiality***

*8.1. Employees and volunteers who are dissatisfied with the conduct or actions of other*

*employees or The Aggie Café & Social Club should raise this with their Manager*

*or Committee/Trustees using The Aggie Café & Social Club’s Grievance Procedure, if necessary,*

*and not discuss their dissatisfaction outside the Organisation. This does not prevent an*

*employee taking appropriate action in accordance with the The Aggie Café & Social Club’s*

*Whistleblowing Policy and provided that a breach of confidentiality is reasonable and*

*in accordance with that policy no disciplinary sanction will result from it.*

*8.2. Employees and volunteers accessing unauthorised files or breaching confidentiality may face disciplinary action. Ex- employees and volunteers breaching confidentiality may face legal*

*action.*

*Associated Policies and Procedures:*

*• Data Protection Policy*

*• Social Media Policy*

*• Whistleblowing Policy*

*• Conflicts of Interest, Gifts, and Bribery Policy*

*• Retention of Information Policy*

***Last reviewed and Updated by the Committee on 01/01/2025***