



## **Student Volunteering Cardiff (SVC)**

### **Confidentiality Policy**

**August 2004**  
**Reviewed August 2011**  
**Reviewed July 2015**  
**Reviewed June 2017**

<b>1.0</b>	<b>Confidentiality Policy</b>
<b>1.1</b>	<b>Introduction</b>
	<p>This policy is written to protect the rights and interests of the people we support, the organisation and the staff who work for and support SVC.</p> <p>The policy covers information about service users, volunteers, Trustees and staff. There are also informal discussions, which take place within such a large organisation that should be assumed to be included, particularly gossip. Gossip is defined as idle chat, a conversation involving chatter about other people. Gossip can be very destructive both personally and professionally.</p>
<b>2.0</b>	<b>Scope of the policy</b>
<b>2.1</b>	<p>This code applies to</p> <ul style="list-style-type: none"> <li>• All employees of and staff who support SVC</li> <li>• All volunteers who work for SVC</li> <li>• SVC Board of Trustees</li> </ul>
<b>2.2</b>	<p>It is to be hoped that all your questions relating to this policy have been clearly answered. If you have questions that remain unanswered, then please refer to the SVC manager or Board of Trustees.</p>
<b>2.4</b>	<b>Information about people who use our services.</b>
<b>2.4</b>	<p>Information about the children/young people/adults SVC support on its projects is likely to be requested by a variety of other professionals. This may include family, members of SVC staff, Child Health and Disability Team and other support staff.</p> <p>There are a number of general guidelines, which should be adhered to in order to ensure that service users retain privacy, confidentiality and dignity. As a general principle no information should be given to anyone that is not essential to maintaining the best possible service to the service user involved. Information should be given on a need to know basis. Parents/Carers of the children/young people on the project should always be given full information regarding the children/young people. Other family members of children/young people, family of adult service users, friends, and neighbours should be politely refused confidential information.</p> <p>Medical information should only be given in situations where it is necessary for the health and safety of the service user involved.</p> <p>As volunteers you may be asked about what you do by your family and friends. As a general rule you can tell them what activities you are involved in and what you did and where you went on a particular day but you must never divulge any information that may identify the child/young person you are with, this includes their name and address. If you are unsure what should remain confidential talk to the manager for guidance before disclosing any information.</p> <p><b>Confidential information regarding the people who use our service must</b></p>

	<p><b>never be taken out of the office and must always be kept in a locked cabinet. Any confidential information that is no longer needed must be shredded before disposal.</b></p>
<p><b>2.5</b></p>	<p><b>Information about volunteers and staff members.</b></p>
	<p><b>Supervision</b>  Any discussions which take place in supervision between a volunteer and their supervisor should remain confidential between both parties unless a discussion of the subject would be of benefit to the project and the service users.</p> <p>Supervision between a staff member and their line manager should remain confidential unless a discussion of the subject would be of benefit to the project and service users.</p> <p>There may be something of a more sensitive nature that somebody brings up in supervision e.g. if Lead volunteers and volunteers cannot work together, this would not be discussed unless the parties are in agreement.</p> <p>The manager has the right to know how individual staff and individual volunteers are progressing. Discussions may take place at any manager’s supervision on the progress/problems of individual staff members or volunteers.</p> <p><b>Disciplinary</b>  It is possible that a member of staff or volunteer may tell another something in confidence of a disciplinary nature, the person receiving the information should tell the other person that they cannot keep this information confidential and should report it immediately to the SVC manager.</p> <p><b>Confidentiality in the office</b>  When discussing confidential information in the office or in other public areas, all parties should ensure that they couldn’t be overheard. Particular attention should be paid to ensuring that they couldn’t be overheard. Particular attention should be paid to ensuring that papers, reports or any other document, which contains confidential information are not left around in the office.</p> <p><b>Disposing of Confidential Information</b>  Please refer to the guidelines in the SVC Environmental Policy.</p>