



Confidentiality Policy

Living with Aphasia is committed to maintaining high standards of confidentiality in all aspects of our work and we recognise good practice. The charity holds confidential information provided by volunteers and users of *Living with Aphasia* services.

The use of information that *Living with Aphasia* collects will be used to provide its activities.

Living with Aphasia will not sell, trade, rent or lend confidential information to anyone.

Living with Aphasia does use specified information to provide a Directory of Voluntary/Community Organisations where only permitted contact details and essential information to delivering the service will be provided. No confidential individual information will be included.

Living with Aphasia may become privy to certain business information, which will be treated in the same confidential manner as person-specific information.

We will aim to:

- To ensure that confidential records are properly managed.
- To ensure that confidential information is only released in accordance with our Data Protection Policy, and best practice.
- To ensure that information is only disclosed with the informed consent of the person or organisation to whom the information relates, with the following exceptions, when, by law, we must share information, or in an emergency, when public safety is at risk and when information is required by the police to prevent or detect crime.

We will meet these principals of the policy:

- Justify the purpose: every proposed use or transfer of information will be clearly defined with continuing uses regularly reviewed by an appropriate guardian.
- Not give organisation specific data to a third party.
- Not use person specific information unless there is no alternative.
- Allow access to information on a strict need to know basis: only those individuals who need access to organisational, personal and commercially sensitive information will have access to it, and they will only have access to the information items that they need to see.
- Ensure everyone at *Living with Aphasia* is aware of their responsibilities.

- Understand and comply with the law: *Living with Aphasia* complies with the General Data protection Regulations in processing information. This policy will be reviewed regularly, ensuring that the organisation complies with all legal requirements.
- Hold all confidential and personal information under secure and restricted conditions.

Detail

The three main principles of the confidentiality policy are “informed consent”, “need to know” and “third party disclosure”. These principles apply both to members of the public and to volunteers.

Informed Consent

Disclosure of personal information will only take place with the informed consent of that person. For consent to be informed, we will tell the member or volunteer of *Living with Aphasia* why there is a need to share information, with whom it will be shared and the likely consequences of agreeing or not agreeing to disclosure.

Need to Know

The transfer of personal information relating to a volunteer, or user of *Living with Aphasia* services, will be kept to a minimum on a “need to know” basis. Only other service providers who have a need to know, in order to provide relevant services, will share information and only after informed consent has been given.

Disclosure to Third Parties

Personal information will only be disclosed to third parties with the express, written or oral, consent of the person(s) who is (are) the data subject(s). Disclosure will only be considered, and consent sought, where there are clear reasons why this should happen. We will ensure that the recipient understands the need for confidentiality and that disclosure only takes place on the terms agreed with the person it concerns.

Equality and Diversity

We aim to be an organisation that values, recognises and responds to the diverse needs of members and those we serve. We adhere to the Equality Act 2010 and will not discriminate against any person or other organisation with particular reference to the protected characteristics.

Monitoring and Review

The Trustees will review the operation of this policy every two years. The chair of the trustees has the responsibility to ensure that this is completed.

Our confidentiality policy was last updated on 25.10.18.