



# PITSTONE PARISH COUNCIL

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## Pitstone Community Car Scheme

### CONFIDENTIALITY POLICY

#### Introduction

This policy outlines the Pitstone Community Car Scheme position on matters of confidentiality. It is a binding document which is to be accepted in its entirety by all volunteers at the commencement of their involvement with the scheme. The policy should be observed at all times and in all circumstances; breaches may lead to the termination of their involvement with the scheme.

Any legislation in this area, such as the Data Protection Act, or the forthcoming General Data Protection Regulations, must be observed. Please also refer to the Community Car Scheme Data Protection Policy for further detailed information.

It is important to recognise the difference between secrecy – which is an unwillingness to disclose information for any reason – and **confidentiality** which is based on a reasoned concern for protecting the interest of the User (as defined below). Working to a confidentiality policy means only disclosing information with consent (see below) and when it is necessary to do so, allowing discussion and consultation within these boundaries.

#### “Confidential”

Confidential information is defined as verbal or written 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 users or volunteers.

#### “Consent”

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; and the possible implications of disclosure for the person and any significant others. For the avoidance of any misunderstanding, consent will generally need to be documented between the parties.

#### “Users”

Users are defined as any party who has a relationship with the scheme such that information has been provided to the scheme e.g. a client requiring transport. As such, the Users are the owners of the information.

## Statement

**The Pitstone Community Car Scheme regards it as a duty on volunteers not to reveal to any person outside the organisation, without the specific prior consent of the User, any matter which becomes known to them through their involvement with the organisation.**

1. All information is confidential to volunteers of the scheme. They may need to share personal information during meetings with the co-ordinator. This should be done without identifying an individual where possible.
2. Restrictions already exist regarding the use of any information obtained. A User may seek to impose further conditions before disclosing information, for example about who in the organisation should have access to the information. If a volunteer is unable to accept such conditions, this should be explained.
3. It will be necessary to explain to the User the need to keep written notes of a booking. Only that which is considered necessary on a "need to know" basis should be recorded or held electronically.
4. The scheme reserves the right to break confidentiality if a) a child or vulnerable adult is at risk of being harmed, or b) a person's life is at risk, or c) the organisation has reasonable grounds to believe a criminal act has, or will, take place.
5. Statistical information may be used for funding and monitoring purposes; this will never be attributable to an individual.

A copy of this policy will be issued to all volunteers, who must confirm, by signature, it has been received, read, understood, and will be complied with. The Confidentiality Policy will be explained during the induction process. A copy of this statement will be kept on file along with supporting policies. The statement will be made available on request.

## Review

These Guidelines were adopted by Pitstone Parish Council on .... *24<sup>th</sup> February 2022*.....  
minute reference ..... *355/21*..... and will be reviewed on at least an annual basis.

Signed on behalf of Pitstone Parish Council by:

*D Nicholls*

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Chairman