

Diverse Cymru Confidentiality Policy

Diverse Cymru Policy Aims and Objectives

Diverse Cymru is committed to ensuring and providing equality of opportunity for all. We work in a diverse society and believe that no-one should suffer disadvantage or discrimination by reason of their race, colour, ethnic origin, nationality, religion, gender, sexual orientation, HIV status, disability, marital status, age or caring responsibilities.

We are committed to developing an organisational culture that values people from all sections of society and the contribution that each individual can make. We will act positively to ensure equality of opportunity and to promote diversity in all aspects of our work, ensuring that these objectives are fundamental to all our activities and underpin our policies, procedures and operating practices.

Principles of this policy

1. Information about an individual service user belongs to them. Therefore individuals have a right to expect their personal information to be kept confidential.
2. Individuals have a right to know what is meant by confidentiality and in what circumstances information normally kept confidential may be shared and with whom. (These exceptions to the policy are described below).
3. We want to be sure that we are providing the best possible services for disabled people. Sometimes services can be delivered better if we share the information with other agencies that also help disabled people. Where sharing happens, this will be undertaken in line with our information sharing standards, and in compliance with all relevant legislation including the Data Protection Act 2000.
4. These values apply to all individuals involved with Diverse Cymru, whether service users, staff, or members of other organisations working with Diverse Cymru.

Undertaking

STATUS	AUTHOR	APPROVED BY	DATE APPROVED	REVIEW DATE
Approved	Paul Warren	Board	25.07.12	25.07.14
Revised	W Smale		21.11.17	20.11.20

1. Diverse Cymru will ensure that personal details and sensitive information will be kept confidential.
2. Diverse Cymru will ensure that ensure that employees, providers and other staff within the partnership with access to personal information understands their responsibilities and demonstrate evidence of compliance with their procedures.
3. Diverse Cymru will also ensure that if personal data is shared then the recipients of this data will manage it in an appropriate manner and will not share it onward unless there is good reason and permission is sought from Diverse Cymru
4. Diverse Cymru will ensure that this policy is shared amongst providers, service users and potential service users.
5. Diverse Cymru will require providers of services to have their own confidentiality policies and to explain to service users the principles behind their information sharing.

Information sharing

The Direct Payments Team and Advocacy Service have access to all personal data. They have a responsibility to protect this data and to monitor access to it to ensure it is shared appropriately.

Information sharing standards

Diverse Cymru commit to the following in respect of information sharing:

1. We will only share information that identifies a need for support and quality checks on that support, unless the service user consents or the law requires it.
2. In order to pay subsidy on behalf of service users in receipt of Direct Payments, we will only share information in order to determine eligibility and to ensure that payment is paid.
3. We will take opportunities to discuss with service users how their information will be shared, and will require our providers to do the same.
4. We will deal fairly and efficiently with queries and complaints about how their information is used.
5. We will ensure through contract terms and staff training that everyone involved in Diverse Cymru understands their duty of confidentiality and what it means in practice.
6. We will take appropriate steps to ensure that both paper and electronic records are held securely and only available to those who have a right to see them.

7. We will share only as much identifiable information as people need to know to play their part in providing support to a service user.
8. We will give service users access to everything in their records, both paper and electronic, except where records may also contain confidential information about other people.

Exceptions

There may be exceptional circumstances which require information to be shared outside this policy. This could be where Diverse Cymru staff become aware of a situation which places someone in danger or where harm has been caused. This may be a situation of abuse, be it financial, physical, sexual or otherwise, towards a vulnerable adult or a child.

In this respect the need to preserve health and safety overrides the need for confidentiality and the appropriate authorities will be notified.

Breaches

Breaches of confidentiality will be treated as a serious matter. Procedures for addressing perceived breaches will be dealt with using the Diverse Cymru complaints procedure. If in doubt, Diverse Cymru staff should discuss release of confidential information with their line manager.

Requests for information

At any time an individual can contact us and request records of the information we have which pertains to them, using their right under the Data Protection Act. Requests for records are known as subject access requests. These requests will be dealt with using Diverse Cymru guidelines.