



## **Fourth Action Confidentiality Policy and Code of Practice**

**Aim: to protect service users, clients, learners and colleagues, and to ensure privacy and dignity**

**Fourth Action** recognises that it has a duty of confidentiality to its service users, clients and learners. This is seen as the cornerstone in building caring and trusting relationships. It recognises people's rights to privacy of information and binds all staff, volunteers and associates to a strict code of confidentiality in this respect.

**Information** should:

- Be obtained fairly and lawfully
- Held for a clear, explicit purpose
- Be adequate, relevant and not excessive for that purpose.
- Accurate and kept up to date.
- Kept no longer than necessary for the specific purpose.
- Made available to client on request, subject to access.
- Properly protected from loss or unlawful disclosure.

**Confidentiality** should only be broken, when serious risk to the individual or others is involved, and staff should make this clear at the first meeting – exactly where the client stands, and why confidence can be broken.

*(BASW Code of Practice for Confidentiality)*

In **FOURTH ACTION** mentoring and learning programmes, all information will be kept confidential except for the following reasons:

- Where the client gives consent for the confidence to be broken, so that the mentor can seek advice from a supervisor or other third party in order to be able to assist you.

- Where the information is of such gravity that confidentiality cannot be maintained for example where there is a possibility of harm to self or others, or in cases where a crime may be committed.
- Where FOURTH ACTION is required to supply information to funding bodies, who sometimes require personal details and details of your achievements.

Staff, volunteers and associates will explain to service users, clients and learners the following information.

### **Procedure**

- Staff, volunteers and associates will respect all information shared with them in confidence, and handle it in accordance with the agency's policies on confidentiality.
- Learning and mentoring records will be accurate, stored securely and remain confidential.

Compliance with this policy is the responsibility of all staff, volunteers and associates. Breach of this policy may result in disciplinary procedures being implemented.

### **Remember**

Who needs to know, and why?

Would you like the information disclosed about you?