



Very Important People Services

CONFIDENTIALITY POLICY

Title: Confidentiality Policy

Purpose: To provide information and guidance to staff on all areas of maintaining confidentiality.

Scope: This policy applies to all communication and information, whether verbal or written which is not in the public domain. It contains information and guidance from legislation and from relevant bodies that all staff are expected to adhere to including:

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Data Protection Act (2018)
- Human Rights Act (1998)
- Other relevant guidance

Managers should check guidance from relevant bodies on a regular basis to ensure they are up-to-date with the latest information about confidentiality and will amend this policy accordingly.

Staff are expected to adhere to this legislation through implementation of the policy.

Policy

- VIPS respects the privacy of all service users and recognises that individuals are different in the way they live their lives. Staff are bound by VIPS confidentiality policy. Any staff member who has access to privileged information enters into an obligation to keep such information confidential during and after employment with VIPS. This also means not using confidential information for illegitimate purposes.
- Staff will not divulge to third parties matters confidential to VIPS or service users (whether or not covered by this policy) without written explicit authorisation from both VIPS and the service user and with clear explanations of why the information needs to be shared.
- Where it is agreed to share information, this will only be shared with others on a need to know basis.

- Where VIPS discovers an actual or potential breach of this policy, it will act quickly with service users to seek appropriate redress to prevent further damage to the service user or VIPS reputation. Make sure you cross reference this policy with your GDPR policy as regards any breaches.
- Staff who divulge confidential information to third parties about service users will be held personally liable for any legal action taken against them by the service user.
- Except where otherwise agreed, all material, data, information etc. collected during the course of the staff member's employment will remain in the possession of VIPS or the service user.