

Confidentiality Policy

Introduction

Healthwatch Worcestershire (HWW) provides an independent voice for people who use publicly funded health & social care services; Our role is to ensure that people's views are listened to and fed back to service providers and commissioners to improve services. We use personal data to do this.

Definition

Confidentiality is defined as protecting information from unauthorised disclosure.

Scope

This policy and related policies set out the principles and requirements that must be observed by all directors, staff and volunteers carrying out activities on behalf of Healthwatch Worcestershire.

This Policy applies to all personal identifiable and confidential information held in any format (digital, written or recorded) and means that all such information must be kept strictly confidential.

Statement of Intent

All directors, staff and volunteers have legal and ethical responsibilities for protecting personal information they come into contact with during the course of their work and preserving information security. This is not just an obligation under their contracts of employment but also under relevant UK legislation.

It should also be noted that non-person identifiable information should be treated with the same degree of care.

The Managing Director has overall responsibility for ensuring that this policy is implemented by all directors, staff and volunteers and that this and associated policies comply with legal and statutory requirements.

Breaches of this policy may result in disciplinary action.

The principles of confidentiality are enshrined in our day-to-day operations, further details of the specific procedures are contained in the following policies:

- Privacy Statement
- IT Security Policy
- Data Protection Policy
- Email and Internet Policy
- Social Media Policy

- Password Policy
- Retention and Disposal Policy
- Homeworking Policy / Addendum
- Safeguarding Policies - Adults / Children

Document Details & Version Control

Version	Comments /Reason for Amendments	Lead Director	Author / Editor	Date	Review by
0.1	Draft	DB	PH	13/6/24	
1.0	Approved at CBM	DB	PH	20/6/24	6/26