

## Peeples Confidentiality Policy

Peeples undertakes to treat all information about any individual with utmost respect and strict confidentiality in accordance with this policy.

It is essential that Peeples workers have as complete a picture as appropriate about families in order to make sure the right help and support is offered and for work to be thorough and safe. Information gathered is treated as confidential within the team. Workers will seek the permission of a family where possible to talk to other agencies or parties. However, in cases where there is concern of risk to themselves or others, information may be shared with or without the permission of the family and in proportion to the perceived risk. This particularly relates to our responsibilities within child protection/safeguarding procedures.

Peeples recognises that it is essential that all those responsible for supporting a family are bound by the same rules of confidentiality in order to enable proper sharing of information.

At no time may workers discuss families in an informal setting where there is a danger of being overheard.

Written information on families in the Peeples offices (including that which is stored on computer) is kept safe and locked up outside office hours. All confidential written information which is disposed of, is shredded.

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This policy has been audited for Human Rights compliance. The policy, and guidance contained within it, has been drawn up with reference to the Human Rights Act 1998.

It is acknowledged that this confidentiality policy has the potential to interfere with the following individual Human Rights;

Article 8            Right to respect for Private and Family Life

Article 14          Prohibition of Discrimination

However, on occasions these rights may be over-riden in the interests of:

- I. The prevention of disorder or crime
- II. The protection of health or morals
- III. The protection of rights and freedom of others

## Keeping Information Safe – Guidelines For Interagency Work

All staff must ensure that personal details, names, addresses of families, date of birth and details of children held in notebooks and diaries are kept safe at all times.

All employing agencies supporting People will have policies that employees must adhere to.

Please check the relevant procedures for your Agency in addition to these guidelines. If they are however in conflict with these Guidelines please talk to your line manager.

### Safe Practice Guidelines For Staff

- Do not keep family details exposed in your working area. If you leave your desk put them in your drawer or in an envelope.
- Place any information relating to a family in a sealed envelope, or not in public view, if you are sharing it with a staff member. Information in in-trays should be kept private also.
- Do not leave your diary or notebook on display in your car if you leave your car unattended. Lock it in the boot.
- If your diary or notebook is lost or stolen please ensure this procedure is followed:
  1. Contact your line manager.
  2. Complete an incident form.
  3. If missing from a public place or stolen from your home or car, inform the police.

It is an important part of good practice that private information is not available to the public.

Last reviewed and updated: September 2024

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I agree to abide by the People Confidentiality Policy

Signed .....

Name .....

Date .....