

## Confidentiality Policy

### Scope

This policy applies to staff, volunteers, services and service users of services provided *directly* by the charity known as Pembrokeshire Association of Community Transport Organisations. Other community transport services and schemes which operate within Pembrokeshire are governed by their own policies and procedures.

### Confidentiality Policy

Confidentiality is of paramount importance and is vital in order to protect the safety and reputation of an organisation and the individuals in and affected by it.

#### 1. Confidentiality

- a) PACTO will provide a confidential service to all of their clients and service users. PACTO will not disclose confidential information concerning their trustees, staff, volunteers, clients and service users, except where disclosure is allowed (see Section 2 below).
- b) PACTO will only store relevant information that is received by their trustees, staff, volunteers, clients and service users in compliance with the Data Protection Act 1998. Information will be stored electronically and protected using passwords and/or in hard copy and stored in locked cabinets.
- c) Confidentiality remains with PACTO and their clients and service users and not with an individual and their clients and service users.

#### 2. Disclosure

- a) The disclosure of confidential information will be allowed with the consent of the individual involved. Permission to disclose information will be requested, in writing from the individual involved. The disclosure of information will be allowed if permission is received in writing from the individual.
- b) The disclosure of confidential information will be allowed if PACTO has reason to believe that a person may be a serious risk to themselves or to other people. The individual involved will be informed, in writing of the reason and action taken for disclosure of this information.
- c) The disclosure of confidential information will be allowed if information regarding a criminal offence has been received by PACTO which may place an individual at serious risk to someone else i.e. vulnerable adults or children. The individual involved will be informed, in writing, of the reason and action taken for disclosure of this information.

- d) The disclosure of confidential information will be allowed if it is necessary to a Tribunal. Information relating to any individual will be confidential within the Tribunal situation.
- e) The disclosure of confidential information will be allowed if specifically requested by a regulation or monitoring organisation of PACTO. This information will remain confidential between the organisations.
- f) The disclosure of confidential information will be allowed if required by law.

Signed on behalf of the Trustee Board.....*A. Jones*

Signed on behalf of the Trustee Board.....*R. Vickers*

Date.....*9/3/2015*.....