

Friendship Café (includes St James City Farm & Riding School) Privacy & Confidentiality Policy

Friendship Cafe recognises that the principle of confidentiality is important to participants, potential participants and employees (including trustees) and is therefore essential to the effective running of the Charity. This agreement should be read in conjunction with the Friendship Cafe Safeguarding Protection Policies.

All participants have the right to be confident that information given by them will only be used for which it was disclosed and will not be shared with anyone outside the Friendship Cafe.

Sharing of participant information with other colleagues should be on a need to know basis. Discussion about participants with other colleagues should be purposeful and carried out in a sensitive manner. Employees (this includes volunteers) are encouraged to share information with Managers as part of their job. This is not a breach of confidentiality.

Reasonable care should be taken to ensure discussions/conversations and telephone calls relating to confidential matters are not overheard. Overheard discussions should not be repeated.

Records of confidential information should be kept securely. Friendship Cafe complies with the Data Protection Act 1998.

When no longer working for Friendship Cafe, employees and volunteers have a contractual obligation to not disclose any confidential information that has come to their attention during the course of employment.

In addition, personal information relating to staff and Trustees should also be treated as confidential. Home addresses and personal telephone should not be disclosed to participants.

Friendship Cafe regard any breach of confidentiality as a disciplinary offence and any breaches may lead to dismissal.