



Key principles

Hive recognises the right to privacy of the individual, and that personal details about an individual belong to that individual. Accordingly, we undertake to respect the confidentiality of that information.

Our approach to confidentiality is based on a concern for protecting the interests of those whose personal information Hive has access to. Information may be disclosed only with consent and when necessary. Working in this way protects both the integrity of Hive itself, and that of individuals.

We consider confidential information to be verbal or written information which is regarded as personal by service users, members, trustees, staff or volunteers, and is not meant for public or general knowledge.

Those who share such information with Hive have the right to expect that it will be kept confidential, and handled only for the purposes it was provided for, according to data protection law.

Procedures

1. Hive has a Data Protection Policy defining how personal data is defined, collected, stored and accessed. This must be followed at all times.
2. Staff, volunteers and trustees have a duty not to reveal to any person or organisation outside Hive any matter which becomes known to them via their involvement with Hive which isn't already in the public domain, without the specific consent of the individual(s) involved.
3. Hive reserves the right to break confidentiality:
 - if it believes that a child is at risk of being harmed
 - if it believes that a person's life or safety is at risk
 - if required by statute (for example there is a legal obligation to report drug trafficking, money laundering or terrorist activity to the police)
 - if required under a contractual obligation (for example where services are purchased by the local authority and that contract requires disclosure of certain information)
 - if required by a court or court order.

In all of the above cases the Manager, or if they are unavailable the Chair, must be informed immediately.

In other cases where breaking confidentiality may seem appropriate, this must only be done with the knowledge of appropriate managers or trustees, and the person whose confidentiality is to be breached must be informed. It must be recognised that this person may then pursue a complaint about their confidentiality being breached.

4. Hive recognises that trustees, staff and volunteers may become aware of a wide range of information which they may need to share with others internally (for example discussing client issues, or reviewing situations to gain experience from colleagues). This kind of information sharing must be done in confidence, and not where it may be overheard or discussed by others.
5. Written records may be made with or without an individual's permission. Only essential and objective information should be recorded. These records must then be stored and accessed as



detailed in our Data Protection policy. Note that where money laundering is suspected, the subject must not be informed of reports made.

6. Staff, volunteers and trustees should take care when making telephone calls which may contain personal information to ensure that no-one else can overhear the information.
7. Email communications are not encrypted and may not be private, and are also easily misdirected, therefore great care should be taken when sharing personal information by email.
8. Confidentiality extends to all issues relating to the internal affairs of Hive. There may be times when confidential organisational information is accessed (eg. financial, recruitment or planning information). This should not be disclosed outside the organisation unless authorisation is given to do so, notwithstanding rights under the Public Interest Disclosure Act (www.gov.uk/government/publications/the-public-interest-disclosure-act).
9. Statistical information may be used for monitoring and funding purposes, but must not be attributable to an individual. Where, for publicity purposes, Case studies or photographs involving individuals, or quotes from individuals, must only be shared with explicit informed consent from the individuals involved. It is recognised that some vulnerable adults cannot give informed consent
10. In any cases where there is uncertainty about issues around confidentiality, advice should be sought from a manager or appropriate trustee, or an external adviser.