



## TAVISTOCK MEMORY CAFÉ CONFIDENTIALITY POLICY – July 2021

The Tavistock Memory Café recognises that the right to privacy is essential to ensure that service users, volunteers and staff are able to have trust and confidence in the organisation.

The Tavistock Memory Café will make every effort to ensure and maintain a working environment where personal rights, choices and dignity are respected.

The Tavistock Memory Café is therefore committed to the principle that any service user has the right to expect that any information provided by them be used solely for the purpose for which it was given. Information will not be divulged to any other person or organisation without their consent, other than in those circumstances identified in this policy when this principle cannot be adhered to.

For the purpose of this policy the term 'service user' refers to anyone, whether an individual or organisation, that uses any service provided by The Tavistock Memory Café either directly or indirectly.

The Tavistock Memory Café also recognises its duty of confidentiality to all its Trustees, Volunteers, Members, and Employees.

### A MATTER of TRUST

The success of every volunteer/member relationship depends on maintaining confidentiality. If a client feels they cannot trust you with information, they will not be open and honest with you.

The Tavistock Memory Café is therefore committed that the storage and sharing of information provided by them is done so under the terms of the Data Protection Act 2018 and is used solely for the purpose for which it was given.

We keep records where we have to, because we care about our service and you, and want you to know that we would not share any information about you unless we had to.

We would speak to you first about sharing, but if there was an occasion where you or someone else might come to harm or the safety of a child or vulnerable adult is affected because we *didn't* share some information, then we would be

obliged to do so. (see Safeguarding Policy or In cases as outlined above these principles will be followed:

\* in the course of discussion, if we feel that information is likely to be revealed that could make continued confidentiality impossible, we will immediately inform you of the implications of continuing to reveal such information.

\* where information is to be revealed to any individual or organisation, the exact nature of such information and to whom it is to be revealed must be discussed with you.

We sometimes share information about the work of the Tavistock Memory Cafe, or activities that take place there in which case we remove all names and addresses from the information.

Everyone who works with or for the Tavistock Memory Café and any associated services, understands the need for confidentiality and are bound by agreement to keep to our guidelines.

This principle of confidentiality also extends to all relevant information regarding the internal affairs of the organisation; especially any information relating to or involving any aspect of the business. This duty of confidentiality applies to Trustees, Volunteers and Employees.

The Principles of Information Sharing that we follow are;

- Information must not be collected or used unless there is a specific and valid reason for doing so.
- Personal information collected for one reason must not be used for any another unrelated purpose.
- Personal information must not be shared with third parties unless you have asked the person that it may be, and if you are certain it is appropriate/necessary to do so. ( See Safeguarding Policy) If it is shared with a third party it must be recorded on file. If in doubt, check first !!
- All written information in the form of reports, publicity, statistics or feedback must protect the anonymity of individuals or groups.
- The Tavistock Memory Café will comply with all requirements of the Data Protection Act, and will have a designated Data Controller.

- The Chair of The Tavistock Memory Café or nominee will ensure that all employees and volunteers receive appropriate training in relation to the operation of this policy.

Reviewed and agreed by the Board of Trustees:

Next Review:

Signature: