



Lakeland House
Barrow in Furness
Cumbria
LA14 1XL
January 2025

Confidentiality Policy

General

This policy covers the personal information of Staff, Workers, users Operational Group and Executive Committee of The Drop Zone Youth Projects.

All personal information should always be used in a way that protects and promotes the rights, needs and wishes of the person concerned. Any collecting or recording of personal information must always be strictly confidential. Any exceptions to this must be clearly explained to Staff, Workers, users, Operational group or Executive Committee.

Procedure

No information from personal records is to be given to any other person or agency outside of The Drop Zone Youth Projects. Staff that work directly with users will have access to records. Staff will have training and support in record keeping and information disclosure.

Personal information may be disclosed if and only if the person agrees to it. The exact nature of the disclosure should be communicated to the person in writing.

Storage

All files will be kept in a locked filing cabinet at The Drop Zone Youth Projects, alongside our online secure platforms, and access restricted to the number of staff working directly with the person. Files will only record the minimum necessary details e.g.

Staff

- Contract of employment.
- Supervision record.
- Job Description / Person
- Any correspondence concerning staff.

The only information kept about users will be gender, age, the ward in which they live.

Personal information will only be required if a young person wishes to participate in outdoor activities offered by The Drop Zone Youth Projects.

Collection of information

Only information, which is useful in order to promote and meet the needs and wishes of the Staff, Worker, Operational Group or Executive Committee should be collected. Responsible staff should be encouraged to ask why information is needed. Written information should be confirmed to what is essential, be subject to review regularly and be destroyed as appropriate.

Reporting

Statistical evidence or anecdotal evidence used to promote or evaluate The Drop Zone Youth Project should be presented to ensure the protection of an individual's identity unless permission has been granted. Consent must be obtained in all instances.

Publicity



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The identity of the users should not be disclosed to the press, radio or TV unless permission is granted by the user. Publicity materials promoting The Drop Zone Youth Projects to prospective Workers, Funders or users should not contain any explicit information as to current users.

Exceptions

Third parties, including everyone except Staff, users, Workers Operational Group and Executive Committee may be given access to records only with the consent of the person or in cases of emergency and no consent can be obtained. An emergency is a situation where a person is in danger of loss of life or of injury could result if the information is not given.

Note: Whoever gives the information, if giving information by telephone check the authenticity of the caller by calling back, make a record that information has been passed and communicate this to the person concerned and if in doubt seek permission from the Project Manager.

Management Practice

Breaches of this policy are serious matters and may result in disciplinary action.

This policy will be reviewed annually and agreed by the Board of Trustees.

Signed.....

Name.....

Role.....

Date.....