

Confidentiality notice

This Confidentiality Policy has been written to ensure that any person using the service is protected from having information about them passed to others without their knowledge or consent.

IAS will ensure:

- Records containing confidential information regarding any service user will be kept in a safe and secure place, either on computers (password protected) or paper files (stored in lockable filing cabinets).
- No information will be shared with a third party without the consent of the person concerned; this includes telephone numbers and addresses.
- Only records that are necessary will be kept, and only for as long as is absolutely necessary, in line with GDPR.
- Information will be shredded or confidential- waste disposed

To protect families, we will not:

- Disclose any information shared by you, unless there is a risk to your person or others; illegal activity has been undertaken; if there are concerns of any kind of abuse or if the person needs help that the organisation cannot provide.
- Disclose any publicity materials containing photographs of an individual without his/her permission.
- We will keep your contact information secured safely.
- Retain written notes from meetings once they have been used, or sent to you.

Confidentiality

IAS staff are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while working with you and for the service. Failure to maintain confidentiality may result in disciplinary proceedings, and will be reported as a data breach to the Local Authority/ concerned service user, should we have information to suggest this has happened