

Professional Ethics Statement on Client Confidentiality

At the Union of Saints and within our ministry, legal and caregiving practices, we recognize that confidentiality is the foundation of trust between client and caregiver. A client's medical records, health information, legal information and personal disclosures are their private property, not material for public debate, discussion, or discrimination. In a time marked by unprecedented medical abuse, corruption, fraud, corporate misconduct, and the erosion of privacy—exacerbated by social media exposure and the aftermath of the COVID-19 pandemic—our ethical responsibility to protect confidentiality has never been more urgent.

Our Ethical Duty

As therapists, legal supporters and caregivers, we affirm that:

- Client confidentiality is inviolable.
- Personal information must never be used for power, control, or exploitation.
- We establish firm boundaries between private information and the outside world.
- Even when external recommendations are made, it is our duty to ensure those recommendations are trustworthy and rooted in professional integrity.

This is not only an ethical stance—it is the responsibility of every good caregiver.

Confidentiality Standards

Our policy is consistent with medical, therapeutic, legal and ministerial best practices. We uphold strict guidelines, rules, and standards to fully respect our clients and protect their dignity. These include:

- **Secure Systems:** All digital records are stored in encrypted, password-protected systems with limited access.
- **Transport Protection:** Secure online portals and communication platforms are used for data transfer.

- **Data Management:** Regular systemized deletions ensure that outdated files are not improperly accessed.
- **Paper Records:** Paper files are kept under lock and shredded once no longer needed.
- **Billing and Payments:** Credit card details are immediately encrypted; insurance and billing are processed in secure systems.
- **Backups:** Encrypted backups are maintained to prevent data loss without compromising confidentiality.

Our Commitment

- We never release information without explicit client consent, except where legally required for safety.
- We continually train our staff in best practices for privacy, confidentiality, and ethical care.
- We recognize that client safety and information security are our highest priorities, equal in importance to the care we provide.

Conclusion

Confidentiality is the cornerstone of dignity, respect, and healing. In protecting our clients' information, we not only comply with professional standards—we embody the values of integrity, humility, and sacred trust that define The Saints. In an age of misinformation, smear campaigns, and shifting global challenges, our clients can be assured that their personal information remains private, respected, and secure.