**Do you maintain user confidentiality in social services?**

**Grade yourself on your skills.**

* **Get consent**

Always obtain the client's consent before sharing any information. This includes written permission to release case notes.

Your best practice:

* **Establish protocols**

Create protocols to protect clients' confidentiality. For example, have a clear protocol for handling data breaches.

Your best practice:

* **Secure storage**

Ensure that any storage system is secure and complies with data protection regulations.

Your best practice:

* **Back up files**

Regularly back up important files to prevent data loss.

Your best practice:

* **Protect electronic records**

Protect all electronic records from unauthorized access.

Your best practice:

* **Staff training**

Ensure that staff, including social workers, have the necessary training on how to use personal data.

Your best practice:

* **Follow ethical principles**

Follow ethical principles and guidelines for social service practice. This includes respecting clients' autonomy and privacy, and maintaining professional boundaries.

Your best practice:

* **Conduct risk assessments**

Conduct an accurate and thorough assessment of the potential risks and vulnerabilities to the confidentiality of client information.

Your best practice: