

Action for Health, Education and Development (AHEAD)

Confidentiality Policy Statement

AHEAD has drawn up this statement as part of a commitment to the development and implementation of the confidentiality policy of the organisation. The principle aims of the policy are to safeguard the rights of individuals to confidentiality and privacy so as to ensure consistency of good practice throughout the organisation.

Keeping Information

People must be able to use AHEAD's services and facilities free from fear that their personal details and their medical, social or economic status may be revealed to anyone outside the organisation without their knowledge or permission. Therefore all those responsible for AHEAD's services must ensure that such information is not disclosed outside the organisation without proper consent and justification.

Documents containing personal or private information of individuals must be kept securely locked away and access to such documentation restricted to authorised persons.

Sharing Information

It is sometimes the case that some services provided by other agencies (e.g. being nominated for priority housing) are not likely to be obtained unless one's relevant status is disclosed. Refusing to disclose information may well mean that a service cannot be assessed. In accordance with the principle of informed consent, AHEAD will try to advise the individual concerned on the potential benefits and disadvantages of disclosure but will only pass on personal or private information if informed consent is not given.

Personal and private information must only be divulged on a need to know basis, whether this be internally between staff, sessional workers and volunteers or external agencies. Other information relating to individuals, such as levels of service use and borough of residence will be provided anonymously by soundex code.

Where statistics are maintained for monitoring the operation of the Equal Opportunities Policy, these will be produced in the aggregate in order to maintain the confidentiality of the individual.