



## Confidentiality Agreement

Confidentiality is paramount to our Organisation and to the services offered. Maintaining confidentiality is important due to the nature of the work at [.....] It is essential for patients/clients to feel safe and comfortable when engaging with a member of staff or volunteer.

Patients/Clients, other volunteers, staff etc may on occasion, reveal confidential information about themselves. This may be anything from their home address and telephone number to personal details, e.g. their circumstances and life. All information should be regarded as confidential, and as such should not be discussed out the organisation.

Personal information regarding any individual should NOT be given without the individuals' knowledge. If you feel unsure about dealing with this, please speak to [.....].

## Confidentiality Statement

Due to the importance of confidentiality within the organisation, training on issues concerning this will be delivered as part of your Induction Training. Following this training, volunteers must be able to demonstrate a sound understanding of how confidentiality applies with this group.

To further maintain confidentiality, it is mandatory for all volunteers to a 'Confidentiality Statement' within 4-6 weeks of joining the Organisation. Once this statement is signed a copy will be kept in the individual's personnel file.

## Breaches of Confidentiality

Occasional small breaches of confidentiality happen accidentally, where possible this can be dealt with discreetly, if however, you have concerns over something you've seen or heard that you feel breaches confidentiality, please speak with the [Manager].

If confidentiality has been breached it may result in disciplinary action. For more detailed information, please refer to the [Disciplinary Procedure, available in the office].

Maintaining confidentiality is important not only for the patients/clients but also the Organisation and its reputation, as well as for yourself.

### Main points:

- You must not discuss ANY patient/client information with partners, family, friends etc.
- It is inappropriate to identify to anyone outside of the [organisation] someone who has used the [service]
- Confidentiality should be given to volunteers and paid staff members, whether it is day-to-day conversation or information shared during [training courses/meetings]
- Confidentiality should be given to all patients when collecting data for clinical audits.
- If you ever need to make a phone for volunteer purposes, you can block your number by using 141 before dialling.
- Information received by telephone, fax or email is also confidential.



I recognise that during the course of my work as a volunteer for [Organisation]. I may learn information about individuals that is confidential and that this must not be disclosed to anyone outside [Organisation] without permission of the person concerned.

Signed:.....

Date:.....

Name:.....

Address:.....

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I have discussed confidentiality with the above person and am satisfied that they understand the rules of confidentiality at [organisation].

Signed:.....

Name:.....

Position within the Organisation:.....