



CONFIDENTIALITY POLICY

Updated Sep 20

CONFIDENTIALITY POLICY

Newquay Foodbank recognises that employees and volunteers use information about service users as part of their work. In most cases information will not be stated as confidential but volunteers and employees must use common sense when deciding what is confidential. This policy aims to give guidance but if in doubt please seek the advice of the Foodbank Committee.

Volunteers may share information with members of the Committee to discuss issues or seek advice

A service user will not be discussed outside the Charity.

1. STORAGE OF INFORMATION

- 1.1. Information relating to service users will be stored IAW the Newquay Foodbank Data Protection Policy.

2. LEGAL DUTY TO SHARE INFORMATION

- 2.1. There is a legal duty to share some information in the following situations;
 - 2.1.1. To protect children at significant risk of harm.
 - 2.1.2. To prevent or detect a crime.
 - 2.1.3. As a duty of care in a life-threatening situation.
 - 2.1.4. If there is a concern for a vulnerable adult (Safeguarding Vulnerable Adults).
 - 2.1.5. As a duty to the courts.

3. BREACH OF CONFIDENTIALITY

- 3.1. A breach of confidentiality by current volunteers will be dealt with through THE Newquay Foodbank disciplinary procedures.
- 3.2. Any breach of confidentiality by previous volunteers may lead to legal action.

4. WHISTLE BLOWING

- 4.1. Any individual who has concerns relating to the operational delivery of the Newquay Foodbank or the clients we serve should be addressed to the Foodbank trustees.

5. REVIEW

- 5.1. This policy and its implementation will be reviewed at least annually or where significant financial changes occur.

LAST REVIEWED: Sep 20 DATA PROTECTION OFFICER: Rev Clare Anderson