

BYFIELD GOOD NEIGHBOUR SCHEME –
CONFIDENTIALITY & DATA PROTECTION POLICY

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| 1. | NAME <i>Whose policy</i> | Byfield Good Neighbour Scheme , hereafter called “the Scheme” |
| 2. | INTENTION <i>Why</i> | <p>The Scheme has been set up to aid, include and involve all in our community.</p> <p>The Scheme requires total confidentiality in its dealings with the public.</p> |
| 3. | STATEMENT <i>What we will do</i> | <p>Confidentiality is expected between all committee members, members and volunteers working in the scheme.</p> |
| 4. | ADMINISTRATION OF VOLUNTEERS, USERS AND ASSOCIATED ORGANISATIONS <i>The Scheme’s records</i> | <p>All surveys and similar are to remain confidential, i.e. no names and addresses are to be disclosed to the public, however, lists may be provided for the circulation of relevant open communications.</p> <p>Any names and addresses and associated business disclosed to members of the committee, are NOT to be divulged outside of any pertinent meeting.</p> |
| 5 | PERSONAL INFORMATION OF USERS <i>The user’s needs and circumstances</i> | <p>Volunteers must ensure that all information regarding users must be kept completely confidential at all times, even where the client may be known to other people that the volunteer knows.</p> <p>Care must be taken not to discuss users or to discuss confidential information in any setting where others may be able to hear the information nor to share information via email or text message</p> <p>Information about users must never be shared on any form of social media. This includes, but is not</p> |

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| | | exclusive to, Facebook, Twitter, Snapchat, WhatsApp etc |
| 6. | <p>SAFEGUARDING</p> <p><i>If an issue arises that 4 & 5 must be used</i></p> | <p>There is to be a strict policy of one to one contact ONLY, between the Safeguarding Designated Officer and each separate individual volunteer with regard to applications for Safeguarding Certification.</p> <p>In cases of doubt (or other problems), the Safeguarding Officer must ask the volunteer’s permission to seek the advice of the Chair.</p> <p>Where a referral is required, the organisation is duty-bound to reveal the personal information to the authorised organisation eg Social Services.</p> |
| 6. | <p>DATA PROTECTION</p> <p><i>What if the check highlights an issue</i></p> | <p>The Scheme will adhere to all the requirements of current and future legislation and guidance on Data Protection, including GDPR.</p> <p>All information about users will be stored on a password - protected laptop and all users will be informed that their data will be held, with their permission.</p> <p>User Permission will be confirmed by the Risk Assessor when first contact is made.</p> <p>Volunteer permission for data retention via signing up form.</p> <p>Volunteers are issued with a Data Privacy Notice.</p> <p>The Scheme will not provide users with personal details of the volunteers.</p> |

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| 7. | <p>BREACHES</p> <p><i>What to do when confidentiality has been breached</i></p> | <p>If a volunteer has breached confidentiality, the Complaints Policy should be followed, potentially resulting in that member being removed from the Scheme.</p> <p>It is the Secretary’s duty to ensure compliance by the organisation to this policy. Any breaches of data will be reported to the owner as soon as is practicable.</p> |
| 8. | <p>FEEDBACK</p> <p><i>If you notice some way we can improve...</i></p> | <p>The Scheme is continuously open to feedback from volunteers, users and the village community. If you notice an obstacle, please help us by letting us know. If you have a recommendation for action, again, please pass it on:</p> <p align="right">ByfieldGNS@gmail.com</p> |
| 8. | <p>REVIEW</p> <p><i>When we will look at this policy again</i></p> | <p>The policy will be reviewed annually, or as necessary from feedback received, by the Management Committee.</p> |

We certify that this is the Confidentiality and Data Protection Policy of the Byfield Good Neighbour Scheme which was adopted at a meeting held on:

Date:

Chairperson:

Secretary:
