

 <p>Lake District Mobility</p>	<p>CONFIDENTIALITY POLICY</p>
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<p>Adopted:</p>	<p>Date of Trustees' meeting where policy approved</p>
<p>Review date:</p>	

Introduction

Lake District Mobility is of the opinion that confidentiality is of utmost importance and is everyone's responsibility.

The Human Rights Act 1998 (Article 8) states

" Everyone has the right to respect for his family and private life, his home and correspondence "

Confidential information is information that is given by an individual in confidence where there is a general obligation not to disclose that information without prior consent.

Confidential information may include personal information such as name, address, health status, personal circumstances.

Any trustee, staff member, volunteer or others working for Lake District Mobility will treat any information gained in the course of their duties in a confidential manner.

Any information given by individuals will only be used for the purpose for which it was given.

Any information sharing will be with the consent of the individual involved

All members of Lake District Mobility should be aware of the need to keep information in a confidential manner and not discuss clients/ users of Lake District Mobility services in public places or where members of the general public may overhear.

Breaches of confidentiality are regarded as serious and any trustee, member of staff or volunteer found to be breaching confidentiality will face disciplinary action.

As part of Lake District Mobility's commitment to confidentiality Lake District Mobility will ensure that all confidential information is stored in a secure location and that any computer records can only be accessed using a password. Access to any individual's information will be restricted to authorised personnel only.

The General Data Protection Regulation sets out the following rights for individuals:

- The right to be informed.*** Individuals must be informed if their personal data is being used.
- The right of access.*** Individuals can ask for a copy of their data by making a 'subject access request'.
- The right to rectification.*** Data subjects can ask for their data held to be corrected.

The right to erasure. Individuals can ask for their data to be deleted.

The right to restrict processing. An individual can limit the way that an organisation uses their data. This is an alternative to requesting the erasure of their data.

The right to data portability.

The right to object. Individuals have the right to object to the use of personal data in some circumstances.

Lake District Mobility operates an open access policy to individual's records. If informal access to records is deemed inappropriate, any client/user can formally request to see them, and a time and date suitable to both the individual and Lake District Mobility will then be agreed. This applies to both written and computer held records.

Confidentiality

Trustees, staff and volunteer workers will implement this policy in the following manner:

- Lake District Mobility will maintain a record of each Tramper vehicle user to include any information necessary for the issuing of a Tramper Hire Scheme User Pass
- Tramper vehicle users will be made aware of all such records and also of their rights of "open access" to them.
- All records containing personal information applicable to vehicle users will be kept in a secure place with access limited to named members of staff.
- Information contained in personal records will not be divulged to any persons other than those with a "need to know" for the furtherance of the interests of the individual Vehicle User.
- Casual information from and about vehicle users obtained during the process of daily contact will not be repeated to other vehicle users. Such information will only be provided to trustees, staff and volunteers in the furtherance of the interest of the individual vehicle user

Equality and Diversity

We aim to be a charity that values, recognises and responds to the diverse needs of members and those we serve. We adhere to the Equality Act 2010, which provides that a person shall not be discriminated against, i.e. treated less favourably, on grounds of nine protected characteristics, these are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

Monitoring and Review

The Board of Trustees, will regularly review the operation of this policy.

Adapted with emailed permission (May 17) from ACE IT The Chief Executive, Jenny Ridge. <http://aceit.org.uk>