

## Confidentiality at the Brunswick Centre

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| Policy name   | Confidentiality |
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| Approved by   | Trustees        |
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| If you require this document in an alternative format, such as large print, on a coloured background please contact us <a href="mailto:info@thebrunswickcentre.org.uk">info@thebrunswickcentre.org.uk</a> 01484 469 691 / 01422 341 764 |                 |

### Context

Due to the sensitive nature of our work, the Brunswick Centre highly values confidentiality and data protection. This means that we will respect, protect, and secure any information that you give us.

The Brunswick Centre is registered under the Data Protection Act 2018 (registration number Z7169323), which means that, by law, we will protect your information and respect your rights under the Act (see our Data Protection Notice and Information Policy).

### You Can Expect that the Brunswick Centre Will:

- Only collect data to keep a record of who we are working with. This is so that we can provide the highly tailored services to meet the needs of individuals accessing our service;
- Only hold information directly related to the way in which we help you. If we do record information, it will be:
  1. Contact details, so that we can contact you if we need to;
  2. Personal details, so that we know who you are and exactly how we can help you;
  3. A record of services that you have accessed, including services that we have referred you to;
  4. A record of your wellbeing, including any concerns that we have had around your safety and wellbeing;
  5. Confirmation of your HIV status if you have accessed HIV support services at the Brunswick Centre.
- Ensure that the only people who will ever see information that we hold about you are relevant staff at the Brunswick Centre and any organisation who we have subcontracted to deliver services to the organisation or yourself; for example, IT support companies, online client recording management systems and counsellors. Any persons who we have subcontracted to are bound by this policy and the Data Protection Act 2018;
- Ensure that any information that we share with funders is made completely anonymous; and,
- That in exceptionally rare cases, where someone is at risk of harming themselves or others, we may breach confidentiality in line with our safeguarding children and adults at risk policies.

### What We Expect from You

As well as having the right to confidentiality as defined above, you have a responsibility to maintain it and we expect you not to pass on, discuss, or disclose any information about anyone else at the Brunswick Centre, including other service users, staff, trustees, and volunteers.

The exception to this would be if you were concerned that someone was being harmed, harming themselves, or they were harming someone else. If this is the case, you must bring your concerns to the attention of one of the team at the Brunswick Centre. If someone is at risk of immediate harm you should call the police via 999.

### Your Rights to Your Data

The Data Protection Act 2018 gives you the right (amongst others) to apply for a copy of your personal information which we hold about you, whether you are a service user, member of staff, volunteer, sessional worker, or student on placement. You need to request this in writing. There is no charge for each request for information. However, we do have the right to charge in some circumstances (see our Data Protection Notice).

As required by law, the Brunswick Centre will respond to requests for information that is held about you within 28 calendar days.

### Breaches of this Policy

The Brunswick Centre will investigate any suspected or alleged breach of this policy and may consider sanctions up to and including:

- Service user breaches: withdrawal of services from service users for breach of this policy;
- Organisational-level breaches: informing the Information Commissioner's Office, police, or other relevant statutory body;
- Staff, volunteers, trustees, and students: following disciplinary processes as detailed in the Brunswick Centre's Disciplinary Policy or Volunteers Problem Solving Procedures.