



Confidentiality & GDPR

Eastern Region Roof Training Group

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Introduction

The aim of this paper is to set out clearly for staff, customers and external agencies how personal information will be managed by Eastern Region Roof Training Group (ERRTG)

THE ERRTG's confidential policy/procedure is set out below. All paid staff and Management are expected to abide by this policy. If requested, our customers using our services will have the relevant aspects of the confidentiality policy explained to them or may read a copy on our website.

Statement

The principle of this procedure is to ensure that sensitive and personal data held by ERRTG is maintained and that our customers' rights are protected. ERRTG is committed to maintaining high standards of confidentiality in all aspects of its work; this includes records and information pertaining to employees, customers and prospective customers. Breaches of confidentiality may jeopardise the wellbeing of staff and customers and consequently will be subject to disciplinary proceedings. ERRTG is registered to hold data with the Information Commissioners Office.

The purpose of this procedure is to give guidelines on maintaining confidentiality and the circumstances where disclosures may be necessary and the procedure for doing so.

Information relating to member of staff

Disclosure of confidential information may require written authorisation by the individual concerned. This should be dated and specify to whom disclosure is authorised.

A request for an employee's home address and telephone number will always be referred to the individual concerned before any information is disclosed. This is done via the line manager. There are some agencies who have the automatic right of access to certain parts of personnel information e.g. HMRC, Police etc. The line manager will notify any staff member of any legal requirements whereby ERRTG is obliged to provide such information. Staff should never divulge a colleague's personal circumstances, including their address, future work place etc to anyone without permission of the worker.

Information relating to customers

All customers and partners have the right to view any information that ERRTG hold on file. Under no circumstances will ERRTG pass on information about their customers to third parties or other without the written consent of the individual. All computer records will be password protected and compliant with the ERRTG IT security procedures.

Information within ERRTG

This section gives guidance where staff are discussing clients amongst themselves;

- Make sure any discussion happens in an appropriate place, e.g. not in an office where other staff are working or where people are coming in and out of the place.
- Do not gossip about clients with other clients, staff or member of management.
- Do not discuss personal facts about one client with another client or in the presence of another client.
- Do not write derogatory comments about clients in their files (or anywhere else).
- Do not leave information lying around or on screen but replace it in the appropriate place (locked filing cabinets).

Record Keeping

This procedure covers all records held by ERRTG concerning staff, partners, group members and other potential customers.

Personnel Records

- All staff will be given a copy of the confidentiality procedure as part of their induction and the implications of the procedure for their work will be explained.
- Access to personnel files can be arranged with the line manager who should make clear the following:
 - Who has access to files
 - Procedures for gaining access
 - How the information is stored, e.g. locked cabinet
- Application forms, interview records, medical information and monitoring forms are confidential to ERRTG.

- Equal opportunity monitoring forms will be detached from application forms on receipt and kept separate from application forms.
- When seeking references for a new employee it is made clear to the referees that information is sought in confidence.
- Probationary reviews and appraisals. The line manager should make clear who receives information on the review.
- Medical records will be held on personnel files. Copies of medical certificates and self-certification forms will be placed in the personnel files for payroll purposes.
- Breaches of confidentiality by staff will normally be treated within the remit of ERRTG's disciplinary and grievance procedure. The nature of any breaches of this procedure will determine the level of disciplinary action, e.g., disclosure of unauthorised staff details would be gross misconduct and often result in dismissal.

Customers

- A file concerning each customer will be kept by ERRTG staff.
- This information should be kept in a locked filing cabinet.
- If a customer asks to see their file, the relevant staff member should organise this and answer any questions about it and explain what has been written. ERRTG asks that customers give at least 24 hours' notice when requesting access to their files.
- All customers are protected under GDPR 2018.
- Customers are expected to respect the rights of other customers confidentiality and privacy, particularly with regards to personal information known about another client.
- Information will be kept for two years once a client has left ERRTG. It will then be destroyed or archived for a maximum period of six years.

Partnerships with other organisations

- ERRTG may be working in partnership with other bodies such as colleges and training providers. Where specific information-sharing protocols exist that affect a particular customer, all parties should be aware of this and a signed agreement in place with permission from the customer.
- ERRTG will give all partnership agencies a copy of the confidentiality procedure and will explain the requirements it places on the partnership organisations.
- It will be agreed at the outset which staff in the partner organisation will have access to information and in what circumstances.
- Management agreements will state that breaches of confidentiality by either party will be treated as a breach of the agreement.

Training

Training on the confidentiality policy and its implications should be a standard part of induction procedures for new staff and Management Committee members.

Visitors to the premises:

Separate from enhanced DBS checks and information sharing of specific safeguarding issues which all staff and long-term volunteers must be subject to, under The Rehabilitation of Offenders Act 1974, any person who enters into the building will be asked if they have any unspent convictions and the nature

of these pertaining to minors and safeguarding. Anyone who chooses not to disclose the nature of their offence which is unspent may be asked to leave the premises on a safeguarding basis as we have a zero-tolerance policy on those individuals on the Sex Offenders Register and those with Offences of a Sexual nature due to the safeguarding of our young people, many of whom can be volatile and unpredictable. We will not require disclosure of any spent convictions as per the Rehabilitation of Offenders Act 1974. Please see our Criminal Convictions Policy and Data Protection Policy in conjunction with this request.