

## **NORFOLK CRICKET BOARD**

### **CONFIDENTIALITY**

The Norfolk Cricket Board recognises that any user has the right to expect that any information imparted by that user to it, will be used for the purpose for which it was given and should not be released to any other person without the user's consent.

The right to privacy is essential to ensure that the service user has trust and confidence in the organisation and is treated with respect and dignity.

This policy and its principles extend to any information about the internal affairs of the NCB which should be adhered to equally by its Directors, Staff and Volunteers.

Why this Policy is important:

- to respect the interests of users
- to provide practical guidance which will add credibility to the organisation and instill confidence in it
- to protect the organisation and its Trustees, Staff and Volunteers
- to comply with contract requirements
- to comply with the Data Protection Act 1984 for organisations maintaining computer records.

#### **This Confidentiality Policy therefore provides that**

- permission will be sought to collect information and the user will be informed of their right of access to this information (this will include information given from third parties, e.g. carers, about the user)
- information should only be collected when it is necessary for a specific purpose and used only for that purpose
- if it is necessary to communicate information to a third party, consent, preferably in writing, should be obtained from the user
- information and records must be stored securely and be accessible only to those with the right to see it
- consideration must be given to the physical environment in which information is exchanged, e.g. telephone, fax, photocopier
- confidentiality may only be breached in extreme circumstances, e.g. incapacity of user, abuse, violence and serious danger to life
- users should be made aware of this policy and of their right to complain, using the Board's complaints procedure, if information is divulged without their permission
- all Directors, Staff and Volunteers are to be made aware of this policy document.

### Confidentiality of Personal Information Regulations

For staff receiving information on clients.

1. All information concerning clients is confidential.
2. Information must not be disclosed to anybody other than in the following circumstances:
  - 2.1 With the client's and / or referrer's consent.
  - 2.2 To other workers in the service to the extent needed to enable them to carry out their work.
  - 2.3 To others involved in care work with the client, to the extent needed to enable them to carry out their work. Examples are health workers, social workers, and other voluntary organisations.
  - 2.4 In exceptional circumstances when the need to protect the health and welfare of the client or another person over-rides the client's right to confidentiality. Under these circumstances a senior member of staff must authorise the disclosure.
  - 2.5 When disclosure is required by law.
3. Information on someone other than a client, such as their wife or husband, is also confidential and should not be disclosed to the client or to anyone else except as described above
4. Information supplied by a doctor or another health worker should not be disclosed without their consent.
5. Whenever you are not sure whether information should be disclosed you must consult with a senior member of staff.

*I confirm that I must maintain the confidentiality of personal information entrusted to me in the course of my work and I undertake to abide by the Regulations.*

Signed ..... Date

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