Confidentiality Policy

Introduction

Pirton JoyCare (PJC) holds sensitive information about individuals as part of its work. This policy sets out how trustees and volunteers must respect the need for confidentiality of information held about individuals who come into contact with PJC and ensure all such information remains confidential and is not disclosed to third parties without express permission or are required to do so by law.

Purpose of policy

The purpose of this policy is to set out PJC's position on managing confidential and sensitive information, in addition to the formal requirements for data protection which are set out in our Data Protection policy. This policy applies to all PJC's trustees and volunteers.

Principles

In some circumstances PJC will be in receipt of personal and private information about our service users which has been obtained during the course of our business. We will not disclose any confidential information to third parties or talk about trustee, volunteer or service user affairs in any way that would compromise them or PJC, except where we have express permission or are required to do so by law.

When personal or private information regarding a service user has to be discussed at a trustee or Good Neighbour Scheme Coordinators meeting, it is essential that only vital information is shared in order to protect the individual concerned and maintain trust and integrity within the organisation. General discussion about an individual or their circumstances should not take place and the chair of the meeting should promptly close down any unsuitable conversation and discuss the matter confidentially on a one to one basis outside of the meeting.

All trustees and volunteers are personally responsible for ensuring the privacy of confidential information to which they have access. Trustees and volunteers must take the greatest care to secure confidential documents and ensure they are destroyed when no longer required.

If a trustee or volunteer is in any doubt about whether something is confidential, they should refer the matter to the Chair in the first instance. They will decide whether anything can be disclosed.

Breaches of this policy

Trustees and / or volunteers must notify the Chair as soon as possible if they believe or suspect that a breach of this policy has occurred or may occur in the future. Where any alleged breach relates to the Chair, PJC's Secretary should be notified.

In most cases breaches of this policy will likely be unintentional so may, following investigation, be dealt with informally and through reminders of the requirement to work within this policy. However, repeated or deliberate breaches could result in formal action.

For trustees, investigation will be carried out by the Chair and/or Secretary and could result in disqualification from the board of trustees. Breaches by volunteers will be investigated by the Chair and/or PJC's Good Neighbour Scheme Lead and could result in individuals being removed from volunteering services with PJC in line with the volunteer policy.

Policy governance
This policy will be reviewed every two years and will be published on PJC's website.

Version	Reviewed by	Approved by	Date	Next review due
1	Elaine Derrick	PJC Trustees	October 2026	October 2028
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