



Prospect Burma  
Education for a Democratic Future

## Prospect Burma Confidentiality Policy

### Introduction

Prospect Burma recognises that colleagues (employees, volunteers, trustees and consultants) gain information about individuals and organisations during the course of their work or activities. In most cases, such information will not be stated as confidential and colleagues may have to exercise common sense and discretion in identifying whether information is expected to be confidential. This policy aims to give guidance but if in doubt, seek advice from your line manager.

This policy applies to all staff, consultants, trustees and volunteers of prospect Burma. The information covered by the confidentiality policy includes:

- Information about the organisation, for example, its plans or finances;
- Information about other organisations;
- Information about individuals, for example, students, volunteers and staff whether recorded electronically or in paper form.

All staff, consultants, trustees, volunteers and others who work at Prospect Burma must respect the need for confidentiality of information held about anyone who encounters the charity, and about any charity business. This is expected to continue even when contact has ceased with this person, and when the Trustee, consultant, volunteer or staff member no longer works for Prospect Burma.

This policy should be read in conjunction with the Prospect Burma Data Protection Policy.

### Information about individuals

Prospect Burma is committed to ensuring confidential services to all individuals. Individuals as defined in this policy includes employees, volunteers, consultants, Trustees, clients, funders and students. The confidentiality is between the individual and the organisation, not the members of staff delivering a particular service.

Confidential information will not be sought from an individual unless expressly in the interests of that individual, i.e. to enable a better service delivery.

Information will only be passed to another agency or to other individuals outside of the charity with the consent of the individual, and where possible, this will be with written consent. If a member of staff, consultant or volunteer intends to get information from another agency to help the individual or to refer them to another agency then this must be explained to the individual and their permission given.

No personal information about individuals will be given to any third party including a member of their family, without their consent. Information will only be divulged on a “need to know” basis. Staff, consultants and volunteers should take due care and attention when using the telephone when confidential details are being discussed.

Information will be treated in confidence and will not be divulged to anyone outside the organisation except where extenuating circumstances exist (see below).

### Limits to client confidentiality

In certain circumstances, Prospect Burma reserves the right to break confidentiality should this be deemed necessary. These circumstances include:

- If a member of staff, suspects abuse or has knowledge of abuse.
- If the individual gives information, which indicates that, a crime has been committed.
- If disclosure is required by law, for example, by the police.
- If the client gives information which indicates a possible terrorist threat.

The decision on whether to break confidentiality will be decided on a case-by-case basis and always in conjunction with a line manager.

### **Use of client information for publicity, reporting or training purposes**

Prospect Burma does need to be able to give information where appropriate about the impact of our services. If one of our services has an outcome, which would provide useful material for publicity, reporting or training purposes, then wherever possible the permission of the client will be sought in writing before the story is told to anyone else. If permission cannot be obtained then any details that would enable identification of the client to be made will be changed.

### **Access to information**

This Policy operates on a “need to know” basis and apart from staff, consultants and volunteers in the office of Prospect Burma; no one will have access to client or organisational information unless it is relevant to the service or their work.

All individuals have the right to request access to all information stored about them, and have a right to see a copy of this confidentiality policy on request.

If any individual concerned has a sensory or physical impairment, efforts should be made to ensure that all aspects of this policy and exchanges between parties are understood.

Significant breaches of this policy will be handled under Prospect Burma disciplinary procedures.

### **Evaluation and Monitoring**

All staff, trustees, volunteers and consultants will be given a copy of the policy when they join Prospect Burma and will sign the confidentiality statement that they will abide by this policy.

### **Review**

The Executive Director who will ensure it reflects any changes in good practice and legislation will review this policy every two years.