



Confidentiality

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Policy Area	Human Resources	Responsible Dept.	Human Resources

1. Introduction

Exchange House Ireland is very sensitive to the issue of client and company confidentiality. To this end all staff and board members are expected to use good judgment and to adhere to the highest ethical standards in maintaining this confidentiality.

The requirement of loyalty and confidentiality is fundamental in Exchange House Ireland. All staff and board members are required to comply with all Exchange House Ireland regulations in this regard. They are expected to use their best endeavours to promote the interests of Exchange House Ireland and will not, for the duration of their involvement with Exchange House Ireland, be engaged, either directly or indirectly, in any business or activity that is in competition with or inconsistent with their obligations to Exchange House Ireland.

All information relating to Exchange House Ireland, its business and affairs, and in particular information relating to clients will be treated as strictly confidential.

2. Confidentiality of Service Users

- Confidentiality is crucial and it must be protected vigorously for service users to build and retain trust in the service.
- A professional working relationship must be maintained with service users. This is to protect both service user and Staff/Board member. If a service user discloses information, this is to be relayed within the service and not kept by you personally. Service users must be informed of this relationship.
- If a service user chooses to share information about themselves or their lifestyle, it is to be treated in a non-judgemental manner and kept within the organisation.
- Staff/Board members must not share information about one client with another client. Similarly, not to share information about ex-service users with current ones.
- Staff/Board members must not share information about service users with family members, friends etc.
- Staff/Board members may not discuss or divulge information about service users with workers in other agencies unless given written permission by the service user. With the exception of child protection or safeguarding issues which are covered in our Child Protection Policies.

- Staff/Board members who have access to service user personal files have access on a “need to know” basis only. This is to either to record or to gain information relating to the task in hand. User files are a legal document and are not to be photocopied or used for any other purpose.
- Information acquired about a service users, one is required to work with, in a handover is confidential and is to be used for the sole purpose of providing care.

3. Practical Measures to Maintain Confidentiality

This list is not exhaustive and staff are asked to be constantly mindful of confidentiality:

- Ensure all service user information is kept secure:
 - Hardcopy:
 - In lockable filing cabinets
 - In personal possession
 - Ensure collection of copied/scanned/faxed documents in a timely manner
 - Only relevant documents are in use
 - Softcopy
 - Passwords on PC and mobile devices
 - Screen lock PC every time leaving desk
 - Lock mobile devices when finished usage
 - Do not share your password unless absolutely necessary
 - Ensure screens of mobile devices are not viewable by others
- All staff to employ a clear desk policy as much as possible
- Staff should not discuss service user information in open parts of the building – risk of being overheard
- Recognise that all staff are bound by confidentiality and to respect that

If you have any questions about confidentiality or believe there may have been a breach contact your line manager or the company’s Data Protection Officer

4. Solemn Declaration as to Confidentiality and Conduct

All board members and staff, on commencement of employment or service with Exchange House Ireland, must complete and sign the **Solemn Declaration as to Confidentiality and Conduct** form. (Appendix A)



EXCHANGE HOUSE IRELAND

National Travellers Service

Solemn Declaration as to Confidentiality and Conduct

I,, the undersigned, being a Member of Staff/Director of Exchange House Ireland DO HEREBY SOLEMNLY UNDERTAKE AND AGREE as follows:-

The following definitions apply to this agreement.

Exchange House Ireland Information: Confidential information owned/recorded/maintained by Exchange House Ireland and disclosed to Staff or Directors by service users, other individuals or service provision/statutory/corporate bodies.

Confidential Information: Information (whether or not recorded in documentary form, or stored on any magnetic or optical disk or portable memory device) relating to the business affairs and finances of Exchange House Ireland for the time being.

1. I will at all times while in the service or employment of Exchange House Ireland or any project of Exchange House Ireland and after I shall have left such service or employment, OBSERVE THE STRICTEST CONFIDENTIALITY in relation to Exchange House Ireland Information, which shall come to my knowledge in the course of or by virtue of such service or employment either in regard to the private or financial affairs of Exchange House Ireland or its projects or in regard to the confidential business and affairs of Exchange House Ireland.
2. I will not divulge or communicate either directly or indirectly to any person, body or corporation unless directed to do so by revenue authorities, a Court of Law or by Exchange House Ireland, in the particular matter any Exchange House Ireland Information which may come into my possession or procurement by virtue of my said position or employment.
3. I shall upon termination of my service or employment with Exchange House Ireland, its projects in whatever manner and for whatever reason, deliver forthwith to Exchange House Ireland, without prior request, all documents, reports, specifications, charts, papers and other records (the property of Exchange House Ireland) to which I may be entitled or which are in my possession, power or procurement.
4. I shall not make use of, attempt to make use of, disclose or attempt to disclose, to any third person (other than an officer or employee of Exchange House Ireland, who requires the information in the course of their duties), or to any future or prospective employer, unless in any of these cases I am required by law to do so , any Exchange House Ireland Information that shall have been entrusted to me concerning or in the possession of Exchange House Ireland or which shall have come into my possession by virtue of my

employment or service with Exchange House Ireland, concerning the business or affairs of Exchange House Ireland, its projects, or persons who have entrusted to or in respect of whom confidential information is held by Exchange House Ireland, and any other such information the disclosure or use of which would be inimical to the interests of Exchange House Ireland, its projects or those persons.

5. I shall keep with confidentiality all such information and shall not use or attempt to use, disclose or attempt to disclose, any Exchange House Ireland Information in any manner which may injure or cause loss either directly or indirectly to Exchange House Ireland, its projects, or such persons, or the business or affairs of any of them, or may be likely to do so.
6. These restrictions shall apply after the termination of my employment or service with Exchange House Ireland in whatever manner and for whatever reason without limit in point of time but shall cease to apply to information or knowledge which may come into the public domain through no fault of my own.

Name

Signature

Date