

**Confidentiality policy**

**Introduction**

SWAN Women’s Centre offers to provide services to women in an atmosphere of trust, respect and confidence.

**Aims and scope**

This policy is designed to cover confidentiality of information relating to service users and includes the following personnel involved with the SWAN Centre:

* Staff
* Volunteers
* Therapists
* Counsellors
* Tutors
* Trainees
* Trustees
* Partners
* Any other appointed person

**Confidentiality**

1. Personnel, as described above, will not disclose or convey any personal information relating to users of Swan’s services; nor relay information relating to the running and delivering of services at the Centre, unless legally required to do so.

2. Records of interviews/meetings with women will be stored in a safe place.

3. If a woman requests a service, written consent will be sought before undertaking this work.

4. Under no circumstances will details which could enable a woman to be identified be made public without the specific written permission of the woman concerned.

5. The SWAN Centre will make public statistical information relating to the number of service users of a particular type; however individual case histories will not be disclosed.

6. Members of the Board of Trustees will not be given specific confidential information about an individual in the normal course of meetings or the decision making processes. The Board will acknowledge the confidentiality of any papers sent to them in the course of undertaking their role.

7. There may be circumstances where professional colleagues may need to discuss individual cases and, if it is warranted, this will be done in a professional capacity.

8. The SWAN Centre does have a legal duty to disclose information in certain circumstances. Any request for personal information should be referred to the Centre Manager, or her representative, for decision.

9. It is a function of the SWAN Women’s Centre to draw attention to areas where policy and practice warrant review. Under no circumstances however, will this involve a breach of confidentiality unless with a woman’s specific written consent.

10. Any breach of confidentiality will result in disciplinary action and/or appropriate sanction.

See also:

* GDPR 2021
* Data Protection 2021
* Complaints Procedure 2021
* Safeguarding Children and Adults Policy 2021
* Privacy Notice 2021
* Information Sharing Policy 2021

Policy updated May 2021 to be reviewed May 2023 or in line with new legislation /guidelines