**10. Confidentiality**

Confidentiality is a basic right of all customers and employees of My Support and Care Services Ltd. The following procedures are in place to safeguard against any breach of confidentiality effecting either a customer or employee.

* Any information shared shall be on a 'need-to-know' basis. Such discussions should take place in a private area, with only appropriate persons present.
* When discussing customers with outside agencies (i.e. GPs) limit information given to what is relevant. If sensitive information is required this is not to be given across the telephone. Callers will understand that we have a duty to safeguard such information. Ask for their name, address and designation and pass their request for information to your manager.

***NB –*** ***Callers may or may not be known to you, they may or may not be what they describe themselves to be. Remember even those that have previously been employed in a professional capacity may no longer hold this position. Always seek identity confirmation.***

* All hard copy information regarding customers is to be held in a secure, lockable location. Access to this information is to be limited as described in ***Access to Files by Staff / Customers.***
* All hard copy information regarding staff (i.e. personnel files, supervision notes, disciplinary notices etc.) is to be kept in a secure lockable location. Access to this information is restricted as described in ‘***Record Keeping and Data Protection Act’*** policy*.* Staff telephone numbers and addresses are not to be given to anyone outside of the company. If an individual needs to contact a staff member for work purposes, ask if you could help or ask if they could call again when the staff member is on duty. If an individual needs to contact a staff member on a personal matter, ask if you can take their number, then contact the staff member concerned and pass on the message. The staff member can then choose whether to contact the individual concerned.

**Press**

No staff member is to give comment to the press or other media. If the press ask for comment refer them to your manager or the Directors.

**Remember do not …**

* Discuss details of customers outside of the working environment.
* Discuss details of customers within the company of other customers or in a location where others for whom the information is not intended may overhear you.
* Leave confidential written information where it is accessible to unauthorised personnel.
* Give sensitive information out on the telephone.
* Give staff telephone numbers or addresses to persons outside of the company.
* Give press / media any comment without permission from the Directors.
* Take photographs of any customer on your own camera or phone. Unless previously arranged with the service Manager & the customer & specific protocol put in place for an organised situation the use of personal photographic equipment is strictly forbidden.