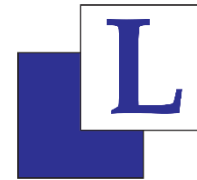


CONFIDENTIALITY POLICY



All trustees, employees, trainees, students and volunteers may have access to or be entrusted with confidential information.

Confidential information is information of a sensitive nature, which is not lawfully in the public domain or readily available from another public source.

The Leonardo Trust believes that principles of confidentiality must be integrated across all aspects of services ensuring the protection of sensitive information regarding our clients, staff, students, trustees and volunteers.

Trustees, staff, students and volunteers must ensure that such information is treated in utmost confidence and they shall not at any time during or after the end of their employment disclose or make use of, such confidential information. Exceptional circumstances may exist whereby staff, students and volunteers are required to share confidential information with outside agencies. In these cases staff, students and volunteers must seek the authorisation of the Charity Manager or a Trustee and they should ensure that confidential information is shared only with the appropriate people.

CONFIDENTIALITY STATEMENT

The following statement is displayed within our counselling room and shared with service-users on a regular basis:

Personal information will be treated with respect and sensitivity and only in exceptional circumstances would it not be possible to maintain confidentiality e.g., when direct action needs to be taken by contacting GP/Social Care/Police in order to protect the safety and welfare of yourself and/or others, or when a serious crime or act of terrorism is suspected.

However, if any such course of action were necessary, we would discuss with you our concerns prior to any action being taken and would continue to offer you our support.

In case of any of the following, the protection of others takes precedence over the requirement of confidentiality:

- There is a risk of significant harm to any individual
- Where the safety and welfare of a child or vulnerable adult is in question
- An Act of Terrorism
- Proceeds of Crime Act (Money Laundering or Benefit Fraud)
- A serious crime has been or is about to be committed

Information of a confidential nature is only accessible by authorised staff.

The Leonardo Trust will ensure that all Trustees, staff, students and volunteers are aware of, agree to and adhere to, the Confidentiality Policy and Statement. Suppliers of services to the Charity will have a confidentiality requirement included in their working agreement.

All Trustees, staff, students and volunteers will be given a copy of the Confidentiality Policy and Statement as part of their Induction and the implications of confidentiality for their work will be explained. Service users will have the relevant aspects of confidentiality explained to them.