



## Template confidentiality policy

[Your organisation's name] is committed to confidentiality on a 'need to know' basis. The full policy is available on our website or from [your organisation's name] manager. A summary is given below.

- If a child under 16 makes a disclosure of physical/ sexual/ emotional/ mental abuse to a volunteer then they are obliged to inform Social Services (you may feel it necessary to write your own Child Protection Policy).
- Volunteers should feel free to discuss any worries, questions or general observations with project co-ordinators.
- Other information about service users does need to remain confidential: personal information about any client is to be treated respectfully. A client may not wish what they have told you to become common knowledge. Assume this unless it's a disclosure of abuse or you have any other concerns to address.
- Personal information about both clients and volunteers, even if disclosed in a social setting, should not be repeated or discussed outside the project/organisation.
- Do not mention names when talking about individuals outside of your group. For example it is ok to talk but instead of referring to someone by name, try 'a child' or 'a client' instead.

Date: \_\_\_ / \_\_\_ / \_\_\_

Name: \_\_\_\_\_

Signed: \_\_\_\_\_