

Confidentiality Policy

This policy should be read in conjunction with the Data Protection Policy



1. Introduction

This policy applies to all staff, trustees, contractors and volunteers of the RAF Central Fund. The data covered by the confidentiality policy includes:

- Information about the Charity, eg. its plans or finances
- Information about individuals, eg. members, volunteers and staff whether recorded electronically or in paper form
- Information about other organisations

1.1 Reasons for this Policy Statement

- To protect the interests of staff, volunteers, stakeholders and Sports Association Members
- To ensure all individuals have trust and confidence in the Charity and that their dignity is respected.
- To protect the Charity, its trustees, staff and volunteers.
- To comply with data protection law.

2. Its meaning

1.1 All personal information about Trustees, staff, volunteers and Sports Association members should be treated as confidential.

1.2 All information about the activities and business of the Charity and other stakeholders should be treated as confidential.

1.3 Under no circumstances should staff and volunteers share personal or other confidential information with their own partners, family or friends.

3. Information about individuals

The RAF Central Fund is committed to ensuring that its Trustees, staff and volunteers ensure that:

3.1 All personal information will be treated as confidential. Information will only be collected that is necessary and relevant to the work in hand. It will be stored securely, accessible only on a need to know basis to those members of staff and volunteers duly authorised. The retention periods of personal information is covered in the Fund's Data Retention Schedule; details can be requested by contacting the Fund's Operations Manager (Operations@rafcf.org.uk).

3.2 Information will only be shared if there is a necessary reason to do so. Individuals will be asked to give their consent prior to their information being shared with a Third Party.

3.3 Where consent is not given for the Charity to record and store basic information about the service user it is unlikely that a service will be able to be provided.

3.4 All information stored by in the RAF Central Fund's infrastructure will be kept secure and treated as confidential.

3.5 Paper records will be kept in a locked cabinet with restricted access.

3.6 Individuals are made aware of their right of access to their records.

3.7 Every effort will be made to ensure the physical environment in which face to face discussions and telephone conversations take place does not compromise user confidentiality.

3.8 Individuals will be made aware of their right to complain if they feel confidentiality has been breached.

4 Other Information

In the course of their work with RAF Central Fund, staff, trustees and volunteers may be privy to information about the business and other activities of the Charity or of other organisations or stakeholders which should remain confidential and not be shared with others, including colleagues.

Situations in which confidentiality will need to be broken

It is the responsibility of all staff and volunteers to ensure that any concerns arising from situations they observe, allegations (reports from third parties) or disclosures (reports from someone about themselves) relating to potential abuse or where an indictable offence may have been committed, are reported to their line manager even if they are unsure whether the concern is justified. It is not a breach of confidentiality to pass this concern on to an appropriate member of staff.

Please refer to the Safeguarding Policy.

5 Breach of Confidentiality

5.1 Breaches of confidentiality will be dealt with through the Charity's staff and volunteer disciplinary procedures as appropriate.

5.2 Staff or volunteers should notify any potential breach, or risk of breach, to their line manager, RAF Central Fund Ambassador or a senior manager without delay; so that steps can be taken to remedy the situation.

Personal Information: By personal information we mean both:

- (a) The data protection definition which is any information which enables a living person to be identified (eg name, address, phone number, email address, etc or **Special Categories of Personal Data** which requires the individual's explicit consent for it to be held by the Charity, eg. ethnicity, sexual life, political interests, religious beliefs, trade union affiliations etc. And
- (b) Information, written or verbal, about an individual that relates to their health, circumstances, family or experiences that is either provided to you for context so that you can provide a personalised service and/or information you glean directly as a result of your contact with the individual.