



Confidentiality

Confidentiality can be a complex issue in mental health services as professionals have to weigh up the right of the person to have their personal information safeguarded, the concerns of close family and friends to know what is happening to the person they care about and, in some situations, the wider interests of public safety.

Members of Pillar are expected to respect confidentiality in relation to other members.

Pillar Kincardine workers and volunteers (including placement students) will not disclose any information about a Pillar Kincardine member to people outwith the organisation without the member's permission, unless there are serious concerns about that individual's health or safety.

Pillar Kincardine will not act as a monitoring service for any other agency.

Any information given to Pillar Kincardine workers, volunteers or students; or to members of or advisors to the Board of Directors is confidential to us as an organisation, not to us as individuals.

Students may refer to their experiences at Pillar Kincardine in their written work, but will disguise any information which may relate to individual members.

To protect privacy, Pillar Kincardine workers or volunteers will not acknowledge Pillar Kincardine members outside the Pillar Kincardine setting, unless first acknowledged by the individual concerned.

Members of and advisors to the Board of Directors as well as volunteers and members of staff will be required to make a written, personal commitment (attached as Schedule 1) to maintain confidentiality and uphold the aims of this policy.



Personal Commitment to Confidentiality

The aim of Pillar Kincardine’s Data Protection Policy is to protect the privacy of any person who receives a service from, or is in contact with, the organisation. The policy states that Pillar Kincardine will take all reasonable steps to:

- protect individuals from any misuse of data held regarding them,
- ensure that every individual is aware of what, if any, data is held by Pillar Kincardine regarding them,
- ensure that all those involved with Pillar Kincardine are aware of their responsibilities regarding security of personal data and of their right to a confidential service from the organisation.

As a member of the Board of Directors, volunteer or member of staff, you will be in a privileged position and will hear or read sensitive or confidential information to do with the organisation and the people we serve. It is only right that the organisation and the people we serve should have their privacy respected and protected and that you commit to maintaining this in all your dealings with Pillar Kincardine. To this end the following statements should be read and you should sign and date your personal commitment to maintaining the confidentiality of the information/data that you become privy to.

Personal Commitment Statement

I have read Pillar Kincardine’s Data Protection Policy and agree that I will treat all information regarding the organisation and the people we serve as confidential and will uphold the aims of the policy.

Name (print)

Signature

Date