

CONFIDENTIALITY POLICY & PROCEDURES

Updated: 1st April 2011
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POLICY STATEMENT

ELCAP expects all staff to respect the service user's right to confidentiality. Service users will tell ELCAP what information can be given and the people the information can be given to. ELCAP will take action against staff who share information against the wishes of the service user unless someone is in danger or the law tells us that someone else should be given information. ELCAP staff will tell service users if information about the person is to be shared.

ELCAP will ensure all personal information about staff and service users is kept secure and confidential.

PROCEDURE

All personal information will be kept secure in locked cabinets for paper documents and/or password protected files for electronic documents. Where personal information is physically taken outwith ELCAP offices then the responsible person must keep the document with them at all times and ensure the document is returned to an office as soon as possible. Any personal information sent electronically outwith ELCAP should be password protected or encrypted. Where password protection or encryption is not possible, then any personal information such as full name or address may not be used e.g. initials only in an e-mail.