

Charity Number: 1156427

Somerford ARC Community Centre

Confidentiality Policy

Created: June 2022



General Statement of Policy

Somerford ARC Community Centre is committed to maintaining the privacy and confidentiality of all individuals and organisations it works with. All employees, volunteers, and trustees are responsible for protecting sensitive information and acting in accordance with data protection legislation and organisational procedures.

All information is collected and processed with the individual's clear and informed consent, for specified purposes, in accordance with UK GDPR and the Data Protection Act 2018.

1. Introduction

1.1. This policy outlines how confidential and personal information is managed at Somerford ARC Community Centre. It ensures all information is handled lawfully, securely, and respectfully, ensuring legal compliance, and supporting high standards of service.

2. Legislation

2.1. This policy complies with the following legislations:

- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Human Rights Act 1998
- Children Act 1989
- Care Act 2014

3. Definitions

3.1. For the purposes of this policy:

- Confidential Information: Any non-public personal, organisational, or financial information that is not intended for general distribution.
- Personal Data: Information that identifies a living individual (e.g. name, address, contact details).
- Sensitive Personal Data: Includes information about health, ethnicity, religion, sexuality, or gender identity.
- Consent: Written permission provided by an individual to collect, store, and use their information.
- Encrypted Storage: A secure digital method for storing data that prevents unauthorised access, even if the files are accessed externally.

4. Responsibilities

4.1. Trustees:

- Legally responsible for ensuring the organisation complies with data protection legislation and best practices.

4.2. Office Manager:

- Provides oversight

- Handles data access requests
- Ensures systems are secure and up to date.

4.3. Employees and Volunteers:

- Must follow this policy
- Ensure information is handled correctly
- Report concerns to the Office Manager.

5. Handling Information

Confidentiality and Information Collection

- 5.1. Personal data is only collected and processed with the individual's written and informed consent.
- 5.2. Individuals must complete a **Consent to Hold Information** form (appendix 1) which clearly outlines what data is collected, its intended use and who may access it.
- 5.3. Data is only used for the purposes outlined in the consent form. Any new purpose requires renewed consent.

Equality and Respect for Privacy

- 5.4. No individuals sexuality, disability, gender identity, or other protected characteristics will be disclosed without explicit consent.
- 5.5. All visitors to the Centre have the right to request private meetings with staff, trustees, or external organisations. This right must always be respected.

Professional Conduct and Internal Sharing

- 5.6. Employees and volunteers must not gossip or express personal opinions about any individuals or organisations.
- 5.7. Confidential matters must not be discussed outside the organisation or in informal settings.
- 5.8. Information may only be shared internally with the Office Manager or Trustees where is it relevant for safeguarding, operational or legal reasons.
- 5.9. No data will be passed to third parties without written consent, unless required by law.

6. Storing and Managing Information

- 6.1. No paper records are retained. Any physical sign-in sheets used during services are shredded at the end of each session.
- 6.2. All personal data is stored on encrypted computer systems with restricted access, in accordance with the Somerford ARC Community Centres Data Protection and Password Policies.
- 6.3. Data is reviewed regularly to ensure it remains relevant, accurate, and necessary.
- 6.4. If consent is withdrawn or data is no longer needed, it is deleted from all systems securely and promptly.

7. Third-Party IT Providers

- 7.1. Somerford ARC Community Centre uses a secure cloud platform (OneDrive) for data storage. All providers used by Somerford ARC Community Centre must comply with UK GDPR and maintain appropriate data security standards.

8. Safeguarding

- 8.1. Where data involves safeguarding concerns about children or vulnerable adults, the safeguarding Policy takes precedence. Information will be disclosed in accordance with the Somerford ARC safeguarding procedures.

9. Legal Responsibilities and Exceptions

- 9.1. In certain situations, our organisation may be legally required to share confidential information. This includes cases where:

- Risk of harm to a child or vulnerable adult
- Disclosure or suspicion of abuse
- Criminal activity
- A legal obligation or court order
- Serious risk to an individual or others

- 9.2. Where appropriate and safe, the individual will be informed that their information has been disclosed.

10. Access to Information

- 10.1. Individuals have the right to access their personal information held by Somerford ARC.
- 10.2. Requests must be submitted in writing to the Office Manager and will be responded to within one month, in accordance with UK GDPR.

11. Data Protection Compliance

- 11.1. all personal data is managed in accordance with the organisations Data Protection Policy and the following principles:

- Collected fairly and lawfully, with consent
- Used only for specified, legitimate purposes
- Accurate, relevant and not excessive
- Not retained longer than necessary
- Stored securely using encryption
- Not transferred outside the UK without appropriate safeguards

12. Breach of Confidentiality

- 12.1. Breaches of confidentiality or unauthorised data access are taken seriously and may result in disciplinary action.
- 12.2. Concerns should be reported through the grievance or whistleblowing procedures. No disciplinary action will be taken against those who report in good faith.

12.3. Former Trustees, employees and volunteers remain bound by this policy after leaving the organisation.

13. Training and Induction

- 13.1. All employees, volunteers, and trustees receive confidentiality and data protection training during their induction.
- 13.2. All must sign to confirm they have read, understood and agree to comply with this policy.
- 13.3. Refresher training is provided every 6 months during health and safety toolbox talks to reinforce compliance and awareness.

Associated Policies
GDPR Policy

Created by	
Print name	Lauren Biggs
Role	Office Manager
Date	20-06-2022

Review History	Reviewed by	Validated by
17-08-2023	Lauren Biggs	Unvalidated
28-10-2024	Lauren Biggs	Unvalidated
20-05-2025	Lauren Biggs	

Next review date	20-05-2027
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APPENDIX 1

Consent to hold information

Under the General Data Protection Regulations (GDPR) 2018 you have a right to privacy and confidentiality. This means your information will be handled securely, and you have control over how it is collected, stored and shared.

As an organisation we only collect and store information relevant to the purpose for which it is needed. You have the right to control the personal information we hold about you and must give explicit consent for it to be used.

Information we hold

We only store the following details:

- Your telephone number
- Your email address
- Your address

Your information will not be shared with any third-party organisations without your consent, except in circumstances involving serious safeguarding concerns or risks to your health and safety. If such a situation arises, we will inform you accordingly.

You have the right to access, amend, or withdraw your consent regarding the storage and sharing of your information at any time.

Data Retention and Accuracy

Your information will be reviewed annually, to ensure it is accurate and up-to-date. We will securely retain your data for no longer than two years after your involvement with our organisation has ended. This is to meet your legal obligations and to make it easier for you to reconnect with us in the future, should you choose to do so. After this period, your information will be securely destroyed.

All personal data is stored in accordance with the Somerford ARC Community Centre Confidentiality Policy and Data Protection Policy. Access to your information is strictly limited to authorised trustees and employees to ensure security and compliance with privacy standards.

In the event of any data breach involving your personal information, we will notify you immediately and take all necessary steps to mitigate any potential risks.

Organisational Details

This is an agreement between yourselves and Somerford ARC Community Centre:

Registered Charity No. 1156427

Authorised Persons: Chair: Paul Hilliard, Office Manager: Lauren Biggs

Address: 20 Southey Road, Christchurch, BH23 3EH
Telephone No. 01202 470770

Declaration

The information you provide on this form will only be used to contact you in relation to our organisational communications or services. It will not be shared with any other organisation without your permission and will not be stored for longer than two years after your involvement with us ends.

Signature:

Print name:

Date:

Data protection: The information you provide on this form will only be used to contact you in relation to our organisational communications or services. It will not be shared with any other organisation without your permission and will not be stored for longer than two years after your involvement with us ends.

