



PARABAT VETERANS ORGANISATION (PVO) PARABAT VETERANE ORGANISASIE (PVO)

ESTABLISHED/GESTIG 2015

PARABAT VETERANS ORGANISATION (PVO) CONFIDENTIALITY POLICY

PARABAT VETERANS ORGANISATION (PVO) hereinafter referred to as the PVO GROUP is committed to providing a confidential service to its users. No information given to the PVO GROUP will be shared with any other organisation or individual without the user's expressed permission.

For the purpose of this policy, confidentiality relates to the transmission of personal, sensitive or identifiable information about PVO members (confidential information), which comes into the possession of the PVO GROUP through its work.

The PVO GROUP holds personal data about its users, members etc which will only be used for the purposes for which it was gathered and will not be disclosed to anyone outside of the PVO GROUP without prior permission.

All personal data will be dealt with sensitively and in the strictest confidence internally and externally.

PURPOSE

The purpose of the Confidentiality Policy is to ensure that all members, volunteers and users understand the PVO GROUPS requirements in relation to the disclosure of personal data and confidential information.

PRINCIPLES

All personal paper-based and electronic data must only be accessible to those individuals authorised to have access.

STATISTICAL RECORDING

The PVO GROUP is committed to effective statistical recording of the use of its services in order to monitor usage and performance.

All statistical records given to third parties, such as to support funding applications or monitoring reports for the local authority shall be produced in anonymous form, so individuals cannot be recognised.

RECORDS

All information relating to service users will be left in locked drawers. This includes notebooks, copies of correspondence and any other sources of information.

CONFIDENTIAL INFORMATION

Confidential information includes, but is not restricted to, all information of a confidential nature concerning the PVO, including passwords, computer software, member's information and financial information, marketing and development plans, and affairs of the PVO-GROUP. All information, regardless of the source being oral or written and, if written whether contained in the PVO-GROUP documentation or on

computerised record, on software, or original or copies or otherwise, including any of the dealings, business, trust, secrets, accounts, financial affairs, patents, trade-marks, design, custom, information or any other information whatsoever having a relational reference to the trade, business or property or concerns with the PVO -GROUP, is considered to be confidential.

NEC & BOARD MEMBERS will not, during their period of service on the NEC or Boards, or after the termination thereof, for their own benefit or for the benefit of any other person, use or derive any profit from:-

- Any of the confidential information of the PVO-GROUP, acquired by reason of NEC & BOARD MEMBERS appointment of the PVO-GROUP;
- Any trade secret of the PVO-GROUP;
- All documents, information, schemes, methods, presentation, and ideas devised by or for the PVO-GROUP or used by the PVO-GROUP shall be secret and confidential to the PVO-GROUP and shall remain at all times exclusive property of the PVO-GROUP. If such documents, schemes, methods, and presentations are furnished to NEC & BOARD MEMBERS, they shall remain in the NEC & BOARD MEMBERS possession and under the NEC & BOARD MEMBERS control until required to deliver the same back to the PVO-GROUP, which NEC & BOARD MEMBERS will be obliged to do on demand.
- NEC & BOARD MEMBERS undertake to take all reasonable precautions against and use NEC & BOARD MEMBERS best endeavours to prevent, the same being learned by unauthorised persons.

NEC & BOARD MEMBERS accept that a breach of the policy will lead to summary dismissal.

Whilst NEC & BOARD MEMBERS remain Executive and Board members of the PVO-GROUP, NEC & BOARD MEMBERS are bound by the implied duties of honesty, loyalty, and fidelity owed by NEC & BOARD MEMBERS.

NEC & BOARD MEMBERS shall not act in any manner that would prejudice the PVO-GROUP's business, associate, subsidiary, and/or membership of the PVO-GROUP.

In addition, NEC & BOARD MEMBERS are reminded of the ongoing duty of confidentiality applicable should NEC & BOARD MEMBERS leave the PVO-GROUP.

The Confidentiality Policy forms a part of the terms and conditions of NEC & BOARD MEMBERS and any breach of the policy will be dealt with under the PVO-GROUP Disciplinary Procedure.

BREACHES OF CONFIDENTIALITY

The PVO GROUP recognises that occasions may arise where individual NEC & BOARD MEMBERS feel they need to breach confidentiality. Confidential or sensitive information relating to an individual may be divulged where there is risk of danger to the individual, a volunteer or employee, or the public at large, or where it is against the law to withhold it. In these circumstances, information may be divulged to external agencies e.g. police or social services on a need to know basis.

Where a NEC OR BOARD MEMBER feels confidentiality should be breached, the following steps will be taken:

- The NEC OR BOARD MEMBER should raise the matter immediately with Chairman & Secretary.
- The NEC OR BOARD MEMBER must discuss with the Secretary the issues involved in the case and explain why they feel confidentiality should be breached and what would be achieved by breaching confidentiality. The Secretary should take a written note of this discussion.
- The Secretary is responsible for discussing with the NEC OR BOARD MEMBER what options are available in each set of circumstances.

If the Secretary decides that confidentiality is to be breached then he/she should take the following steps:

- The Secretary should contact the Chair in the first instance, or Vice Chair of the Executive Committee. The Chair/Vice Chair must be briefed on the full facts of the case, ensuring they do not breach confidentiality in doing so. The Secretary should seek authorisation to breach confidentiality from the Chair/Vice Chair.
- If the Chair/Vice Chair agrees to breach confidentiality, a full written report on the case should be made and any action agreed undertaken. The Secretary is responsible for ensuring all activities are actioned.
- If the Chair/Vice Chair does not agree to breach confidentiality then this is the final decision of PVO GROUP

ENSURING THE EFFECTIVENESS OF THE POLICY

All Executive Committee members will receive a copy of the confidentiality policy. Existing and new NEC & BOARD MEMBERS will be introduced to the confidentiality policy via induction and training. The policy will be reviewed annually and amendments will be proposed and agreed by the Executive Committee.

NON-ADHERENCE

Breaches of this policy will be dealt with under the Grievance and/or Disciplinary procedures as appropriate.