

FIFE CARERS CENTRE CODE OF CONFIDENTIALITY

It is the policy of the Fife Carers Centre that all information regarding carers and cared for persons be treated as confidential. Information belongs to the person who gives it, and is loaned on trust to individuals within the Centre.

Therefore:

Information remains the property of the person giving it, who may have access to it at any time.

Information given in confidence will be used only for the purpose for which it was intended.

Information will not be passed to anyone outside the organisation without the prior permission of the owner.

Information will be passed only to people within the organisation who have a professional need to know it.

Information held about individuals is regularly updated.

No individual will be referred to another organisation without his/her consent.

In publicity material, case histories will be made unidentifiable by changing names and other details.

Records will be held under lock and key.

Permission will always be sought to record names/addresses, and to enter people on mailing lists.

Parental permission will be sought before any contact with people under 16 years of age.

Consent given by a carer regarding any media interview or appearance applies to one occasion only.

Members of the Board of Directors and Centre staff will discuss carers and their records only in a purposeful way in the course of their duty, or as necessary for training purposes or amendment to services.

DATA PROTECTION AND CONFIDENTIALITY POLICY

All personal details regarding carers are recorded on the Centre database, which is password protected.

Carers are made aware that their details are stored on our database. Any personal record that has had no entries for five consecutive years will have the name, street and any personal information removed from the record so that it is no longer identifiable.

Carers who wish only to be on our mailing list have their name and address stored on a separate database, with no personal details recorded. Carers are asked, via our quarterly newsletter, if they wish to remain on our mailing list, which is updated regularly.

Paper referrals and correspondence are stored in a locked filing cabinet and are shredded once details have been entered on to the database, or are no longer needed. The diary containing personal details is locked in the file store when not in use.

To respect the privacy of our carers *most* interviews are conducted in the interview room.

There is a notice relating to confidentiality on public display.

FREEDOM OF INFORMATION ACT

- Any requests for information should be in writing (this includes e-mail) and should state clearly what information is required.
- The correspondence should state the name of the applicant and an address for correspondence. FCC will consider the request and should respond as soon as possible but not later than 20 working days after receiving the request.
- If it is unclear what the applicant is requesting then FCC must contact the applicant to clarify what information it is that they want.
- The reply should confirm or deny whether or not we hold the information, and either provide the information requested, or explain why it has not been provided, quoting an exemption under the Act.

For details on the Act and advice on what information has to be divulged and a list of exemptions, please refer to Scottish Information Commissioner:

Telephone/Fax: 01334 464640

e-mail: enquiries@itspublicknowledge.info

www.itspublicknowledge.info

Scottish Information Commissioner

Kinburn Castle

Doubledykes Road

St. Andrews

KY16 9DS