

Confidentiality Statement and Policy

Many of the people anticipated to come to the Portland FoodBank will be considered vulnerable by reason of their circumstances, disability, or isolation. As a result, we recognise that volunteers will in the course of their work, be in receipt of information that is personal and sensitive.

The Data Protection Act 1998 makes compliance with strict rules of confidentiality a clear legal responsibility. In accordance with this Act, sensitive information will be kept confidential and secure. Six principles of good practice are outlined in the “Caldicott Guidelines” (found within the Caldicott Report of 1997) on which the following guidelines are based as they relate to the Portland FoodBank:

1. **Justify the Purpose.** Every proposed use of information about a client will clearly be defined and scrutinized. Use of such information will be reviewed by the Foodbank manager who will act in the role of a “Caldicott Guardian” (See LAC 2002/2).
2. **Don’t use identifiable information unless it’s absolutely necessary.** When producing reports, we will not use information that can be traced back to the individual concerned unless it is essential for a specified purpose.
3. **Use the minimum necessary information about identifiable clients.** Where the use of personal information is considered essential, we will use the minimum information consistent with clarity.
4. **Access to information about clients should be on a strict “Need to Know” basis.** Only those who need to access personally identifiable information will have access to it, and they will only have access to the information that they need to see.
5. **Everyone with access to identifiable personal information should be aware of his or her responsibilities.** Action should be taken to ensure that those handling personal identifiable information are made fully aware of the responsibilities and obligations to respect confidentiality.
6. **Understand and comply with the Law.** Every use of identifiable personal information must be lawful. Portland’s FoodBank trustees will be responsible for ensuring that the organisation complies with legal requirements.
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Specific Guidelines for Portland FoodBank Volunteers

1. Identifiable information about clients, must not be disclosed to other volunteers or clients.
2. Identifiable information about clients must not be disclosed to members of your family or friends.

3. Written Identifiable information regarding clients must be kept secure and not taken home. Clients must be advised that personal referrals information is being stored on the foodbank database.
4. If clients have no objection to their personal information being shared appropriately, they should be asked to sign a written note giving their specific permission.
5. There is a legal duty to disclose information in the case of allegations of criminal abuse or where safeguarding issues arise. No promises should be made not to disclose such information in these cases. (See Safeguarding Policy for guidelines on how to handle such allegations)
6. In certain extreme cases where information is obtained regarding money laundering or terrorism, there is a legal duty to disclose this information directly to the Police as soon as possible. If in doubt, seek a manager's advice.

Portland FoodBank recognises a duty of care with regard to the welfare of volunteers. In cases where volunteers become stressed or anxious about information they have obtained, appropriate counselling, advice and help will be made available. The onus is on the volunteer to tell the foodbank manager about how they feel, so the best help can be sourced.