



Good Morning Down

Confidentiality Policy regarding Client information

Confidentiality Policy for Clients

It is important that all Good Morning Down clients feel free to talk about themselves and the things that affect them with our volunteers knowing that any information discussed remains confidential.

As a client of Good Morning Down, you have the right to privacy and safety, our volunteers will not gossip about you or talk about you to people outside of the Good Morning Down.

However, sometimes it may be necessary to share information about you with other trusted 3rd parties (dependent on the information you may disclose) and in such cases the volunteer will discuss your case with the Good Morning Down manager.

Examples of when information sharing may be required would include:

- If you disclose you are being hurt by someone

- If you are being sexually, emotionally or physically abused by someone
- If you are being threatened with violence
- If you tell a volunteer that you are going to do any of the above things or anything that will harm you or another person.

No information will be passed on outside of the Good Morning Down without our volunteer or manager discussing it with you first. Your views and needs would always remain important and will be taken into account.

Volunteers do record a short written note after every call made to clients, this is to help us keep our information up to date and ensure we know about the things happening in the lives of our clients. Any client may see what is written about them if they so wish.

If you are not sure about anything written here or would like to know more details, please call the Good Morning Down manager (028 44613434).

Data Protection

All personal information (computerised or otherwise recorded) collected and held by Good Morning Down is covered by the Data Protection Act. The Act requires all those using or collecting the information to abide by certain key principles.

Broadly, the Principles state that personal data must be –

- obtained and processed fairly and lawfully
- held for the lawful purpose described in the registration
- used only for those purposes, and disclosed only to appropriate people
- adequate, relevant and not excessive in relation to the purpose for which they are held
- accurate and where necessary, kept up-to-date
- held no longer than is necessary
- accessible to the individual concerned who, where appropriate, has the right to have information about themselves corrected or erased properly
- safeguarded