



Confidentiality Policy

Confidentiality is very important to Advocacy Western Isles and all staff and volunteers within the service are expected to adhere to the following confidentiality policy:

- Information given to staff and volunteers is confidential within Advocacy Western Isles. Advocacy workers will only discuss information given to them with their supervisors
- Any record or documents will be kept in a locked cabinet/password protected computer for up to for seven years (TBC) from the last contact with the client before being destroyed/deleted, unless the client asks for it to be kept for longer by direction of external agencies
- For long-running cases, files can be reviewed if the client requests it
- No information will be discussed outside Advocacy Western Isles, unless permission of the client to do so is given
- If an Advocacy Worker sees a client outside of the advocacy setting, there will be no acknowledgement unless the partner acknowledges the Advocacy Worker first
- There are exceptions to the confidentiality policy, that the client will be advised of at the start of the relationship. If the Advocacy Worker thinks that the client or another person is at serious risk of harm, or passes on information about a crime, this information will need to be passed to Management or to a third party. Knowledge and consent about this would normally be given, though in exceptional circumstances, knowledge, consent or both will not be sought from the client if it is deemed unsafe to do so
- Staff need to take responsibility for continually re-visiting the confidentiality policy with clients throughout the duration of the relationship

Reviewed by Policy and Procedures Sub-Committee: August 2021

Date of next review: December 2021