**Confidentiality**

CWD Outreach Service deals with confidential information. Confidentiality must be respected at all times.

* Employees must not use any information gained in the course of their employment or pass on information to others outside the organisation unless they have permission to do so.
* Unauthorised disclosure of personal information about any service user, carer or member of staff will be regarded as a serious matter and will be dealt with under disciplinary procedures.
* Information concerning an employee or Service User’s personal affairs must not be divulged without prior approval, except where that disclosure is required or sanctioned by law in accordance with the Data Protection Act 1998 and General Data Protection Regulations (GDPR).
* Support workers must not detail any information about work undertaken for CWD Outreach Service on any social media sites.
* Support workers will be issued with smart phones so all confidential information can be shared and accessed via Surrey County Council’s secure network.
* Where it is essential that information is released outside CWD Outreach Service, it must be with the express consent of the family concerned.

**The only exceptions to Breach Confidentiality are:-**

* + Where it is necessary to disclose confidential information in order to safeguard a child or children who are at risk of any type of abuse.
  + Where it is considered that a crime is being or has been committed.

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Reviewed by: Jo Austin

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