

Confidentiality Policy

We will provide this policy on request at no cost, in large print, in Braille, on tape or in another non-written format.

Introduction

All employees should be aware of and adhere to this policy at all times.

It is Loretto Housing's policy that all matters relating to tenants/customers remain confidential.

Customers

Issues pertaining to tenants/customers should only be discussed with a third party who already have a direct input into tenants/customers planning or a third party Loretto Housing are referring tenants/customers onto for their input.

Any information shared should be on a need to know basis only and it is not envisaged that complete tenant/customer histories needs to be made available to a third party making an enquiry.

Employees should decide what relevant information a third party needs to know and inform them as such, however, if employees feel uncomfortable about parting with particular information then they must refer the person to a more senior employee for clarification.

If a tenant/customer informs an employee that they wish certain information to be passed on and this does not meet the above guidelines, then the employee should encourage the tenant/customer to pass the information to the third party themselves. When this is not possible, and ambiguity still remains, then employees must consult with their line manager for guidance.

Where practically possible, sharing of information should be carried out by the Service/Section Manager for purposes of co-ordination. Where this is not possible please ensure that the Service/Section Manager is made aware of the situation at the earliest convenience.

Tenants/customers must be made aware that Loretto are sharing this information and if objections are raised alternative arrangements must be made accordingly.

Queries which are received other than from the above should be re-directed to the Service/Section Manager.

Employees should explain the Confidentiality Policy to the third party in question and send out a copy of the policy if required.

Employees

It is our policy that all issues relating to employees remain confidential and are only shared on a need to know basis.

All employees are required to adhere to this and are requested to keep general service/section matters within the confines of their own service/section unless the sharing of such information is approved by the employee's line manager and will have a beneficial effect for others in the organisation.

Employees should read this policy in conjunction with section 18 of their terms and conditions of

employment relating to confidentiality, the Data Protection Policy and relevant Guidelines on Data Protection.