

Our approach to protecting personal data and confidentiality

Keeping personal data confidential is very important to us at Impetus. We believe that it is central to building trust between employees, volunteers and service users. It is our policy to handle the information we hold in ways that:

- Promote, support and protect the privacy, dignity and rights of Impetus employees, volunteers and service users;
- Comply with legal requirements and good practice;
- Promote the care and welfare of service users and the effective operation of Impetus services.

Telling you about our policy

We will explain our data protection and confidentiality policy to you. When you register to volunteer with us or to receive a service from us, we will give you a copy of the policy. We will remind you of our approach at appropriate times during your contact with us.

Protecting your personal information

We aim to treat all personal information we receive in a way that shows our respect for the people concerned. This means we will:

- Only ask for the information that we need to deliver our services;
- Not reveal personal information to anyone else without gaining your consent in advance, unless there are exceptional reasons to do so;
- Keep all records and files containing personal information, whether on paper or in electronic format, safely and securely and only as long as the information is needed.

Giving consent

When you volunteer with us or receive a service from us you will be asked to complete and sign a form that gives us consent to work with you. Where we work in partnership with other organisations to deliver a service, we may share service user data and referrals with partners where necessary.

If you are referring someone else such as a family member, or if you are a health, social care or voluntary sector worker referring one of your patients or service users, you will need to ensure you have the person's written or verbal consent to refer them to us.

Breaching confidentiality

Breaching confidentiality means giving someone information about you without your consent. We believe that confidentiality should only be breached in exceptional circumstances such as:

- To protect you or someone else in a dangerous or life threatening situation;
- If our employees would otherwise be breaking the law or allowing someone else to break the law;
- If there is a court order for disclosure.

If we share information about you with someone else, an Impetus employee will inform you as soon as possible of the reasons for doing so. We will make every effort to ensure that you have as much control as possible over the process of sharing your information and keep you informed of the action we take.

Requests for information

You have a right to ask to see any personal information that we hold about you. If you want to see the data about you that we have, please contact us in writing with your request. We will respond within 40 days. The response will include:

- A copy of the data we hold;
- An explanation of why we hold the data and who has had access to it;
- Information about the source of the data, where that is available.

We can refuse a request for information. If we do, we will explain the reasons for this to you.