



POLICY/PROCEDURE INFORMATION (Policy no HR00018)	
Subject	Confidentiality Policy <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
Applicable to	All employees of Nottinghamshire Hospice
Target Audience	Others such as agents, consultants and other representatives of Nottinghamshire Hospice may be required to comply with the policy as a condition of appointment.
Date issued	Nov 2019
Next review date	Nov 2022
Lead responsible for Policy	Director of People Services
Policy reviewed by	Freeth's Solicitors
Notified to (when)	Donna Roberts, HR Manager Nov 2017
Authorised by (when)	Donna Roberts, HR Manager Nov 2017
CQC Standard if applicable	
Links to other Hospice Policies	Equality and Diversity Policy Data Protection Policy and Procedures Social Media Policy Disciplinary policy and procedures Training and Development Policy and Procedures
Links to external policies	
Summary	Confidentiality is an important issue in all Nottinghamshire Hospice work, whether dealing with patients, colleagues, acting as a Line Manager or giving advice to other hospices.
This policy replaces	

VERSION CONTROL		
Status	Date	Reviewed date
Original policy written by Angela Bloomfield, HR Manager	April 2015	April 2017
Policy reviewed by Corporate Management Team	April 2015	
Policy ratified by Quality & Safety Group	June 2015	
Policy reviewed by Donna Roberts, HR Manager	Nov 2017	
Updated control sheet and published on Policy Doc App	Dec 2018	
Reviewed by Donna Roberts	Nov 2019	
Logo updated and published on website	Dec 2020	
Removed whistleblowing section by Donna Roberts, Head of HR. Updated on website	July 2021	

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1. Introduction

Confidentiality is an important issue in all Nottinghamshire Hospice work, whether dealing with patients, colleagues, acting as a Line Manager or giving advice to other hospices.

Except in the proper performance of your duties, you are expected not to disclose confidential information belonging to Nottinghamshire Hospice to any person, company or organisation, even after you have left Nottinghamshire Hospice.

Confidentiality operates on a 'need to know' basis. Discussing confidential information with an appropriate colleague within the context of your work for Nottinghamshire Hospice is not usually a breach of confidentiality. Discussing it with anyone else is likely to be a breach of confidentiality.

If a member of staff causes anything marked confidential to become public knowledge, disciplinary action may be taken against them, including dismissal.

2. Confidential Information

Information regarded as confidential may be written or verbal, ranging from telephone conversations to case files and membership records, employment and medical records. In some cases photographs, audio and video as well.

It includes, but is not limited to, the following:

- Details by which a person can be identified: name, address, telephone number etc.
- Information about individuals using the services of Nottinghamshire Hospice or a hospice.
- Information concerning the services offered or provided by Nottinghamshire Hospice including the names of people, companies or other organisations to which services are provided. Their requirements and terms on which services are provided to them. (This will cease to be confidential information if it is published in any prospectus or document available to members of the public).
- Nottinghamshire Hospice's marketing or fundraising strategies.
- Any information about any proposed re-organisation, expansion or contraction of Nottinghamshire Hospice services or any other development proposals.
- Financial information other than that available in audited accounts.
- Details of the employees of Nottinghamshire Hospice, their pay and benefits.
- Any information, which you have been told is confidential, or which you might reasonably expect to be confidential.
- Any information, which has been given to Nottinghamshire Hospice in confidence by members of other hospices, companies or organisations.

- All back up information, graphics, data, statistics, reports, computer programmes, designs and copyright information prepared for Nottinghamshire Hospice or obtained as a result of working for Nottinghamshire Hospice.
- All records, documents and other papers, including electronic records made or acquired by you in the course of your work at Nottinghamshire Hospice are the property of Nottinghamshire Hospice and must be returned to us when you leave.

3. Confidentiality and Security

You are expected to keep information regarding your work and the work of Nottinghamshire Hospice safe and secure.

You are also expected to ensure that all confidential documents, papers, correspondence etc. including those held on home computer or laptop computers in transit are kept secure at all times, and are carefully secured at night, and that the published security procedures are maintained at all times. Information of this nature should not be kept in a car when staff are visiting Hospices, it should be taken inside the premises.

You must not remove such confidential information from Nottinghamshire Hospice premises except when this is essential to the proper performance of your duties. If you need to take information home regularly, consult your Head of Department for detailed guidance about the protocols for doing so. If you need to take information home on a one-off basis, get permission from your Line Manager first. Any unauthorised conduct in this respect which causes loss or damage to Nottinghamshire Hospice or to any member of staff (past, present or future) may result in disciplinary action being taken, including dismissal.

Access to confidential information will be restricted through passwords on computer systems and lockable cabinets for files and on a "need to know" basis.

A specified individual will have overall responsibility for access to a particular set of records.

Staff will have their own passwords which must not be disclosed to anyone. Employees who are responsible for keys should not pass them to unauthorised individuals.

4. Disclosure of information

Journalists, researchers, companies and other interested individuals will not be given information on, or access to, any individual unless the individual concerned has given their consent.

Where information is supplied by third parties, the confidentiality code of the third party must be taken into account.

Disclosure of confidential information may occasionally be necessary, but this should not take place unless judged to be absolutely essential and in the interest of the person concerned. Decisions of this nature can only be authorised by the Chief Executive or Company Secretary.

In these cases the bona fides of people or organisations requesting the information must be secured prior to giving any information, written or verbal.

5. Copyright

Whilst you are employed by Nottinghamshire Hospice, every piece of work created by you and arising out of, or as a consequence of, your employment shall be deemed to have been made on behalf of Nottinghamshire Hospice. This includes improvements, inventions, writing or designs or concepts, whether or not registered and/or registerable. It also includes any benefits that arise from your work, and those benefits will belong exclusively to Nottinghamshire Hospice.

You must tell your Line Manager if you think you are creating anything that ought to be protected by copyright so that Nottinghamshire Hospice can ensure it receives the full benefits from your work.

If requested to by Nottinghamshire Hospice, either while you are employed by it or afterwards, you must provide help to substantiate any rights Nottinghamshire Hospice may have over the work you have done while you worked for Nottinghamshire Hospice. We will pay any costs involved in you providing such help.