

Date of issue	2015	Reviewed	March 2023	Next review	April 2025	Approved by	Board of Trustees
For	Employees, volunteers, students, visitors, members						



Confidentiality Policy

Introduction

Ride High upholds the principle of respect for an individual's privacy and we therefore aim to ensure that our members, their parents and carers and their referrers can share personal information with us that will be used only to enhance the welfare of the member in question. Sharing personal information unnecessarily is an erosion of trust. Ride High is aware that it holds a position of trust for all our stakeholders and there is a general expectation that a professional approach will be used in all matters of confidentiality.

This Confidentiality Policy is additional to certain other Ride High policies, the relevant sections of which are summarised below. This Policy concerns the use and sharing of general personal information about a member within the Centre.

Privacy Policy and Children's Privacy Policy: these require us only to pass on personal information if the people (or the parent/carer of a member) about whom we hold that information would expect us to do so, or have given their permission for us to do so; they also require us to ensure that access to the personal information we hold is limited to those with a strict need to know.

Safeguarding Children Policy: this requires employees or volunteers who suspect that a member is being abused to warn the member that they cannot keep any information revealed by the member confidential but must instead pass it on to the Children's Manager/Centre Manager in accordance with the terms of the Policy; it also requires the Children's Manager/Centre Manager to ensure written records of concern about a member are kept confidentially and securely.

Social Networking Policy: this is designed to ensure the safeguarding of our members and their confidentiality in the context of social media.

Also, by virtue of the **Member's Agreement**, each member agrees not to take photographs of other members or share those photographs with others in any way (including on the internet) without their permission.

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Guidelines about members' personal information

All employees, volunteers and Trustees are required to adhere to the following guidelines:

- All information about individual members is private and should only be shared with those employees, volunteers and Trustees who have a need to know on the basis that it helps to plan for the member's needs. This sharing of information must be done in private and not in the hearing of anyone else.
- Employees, volunteers and Trustees will not disclose personal information about one member to any other member unless they have specific consent from the former to do so.
- For the avoidance of doubt, if a member discloses personal information about themselves to other members, in the presence of an employee, volunteer or Trustee, and wishes to discuss issues arising out of it, the employee/volunteer/Trustee may get involved in the discussion but must never be the one to disclose the original or any additional information.
- Even when personal information about a member appears to be widely known it should not be assumed by those immediately involved that it is appropriate to discuss or share this information further.
- Any documents or other paper containing personal information about a member must be kept safe and secure and never left in a place where they can be seen by another member, or by an employee/volunteer/Trustee who has no need to know the information.

These guidelines apply equally to any trainee social workers and any students undergoing training (together "Students"), when they are observing sessions or are otherwise involved at the Ride High Centre.

Use of information for promoting Ride High

Occasionally and for the purposes of promoting Ride High and its activities, we produce case studies about the issues faced by our members, or use feedback and quotes from our members and their families about our service. However, when doing so we never name a member or enable a member to be identified unless we have first discussed this with the member and his/her parent/carer and have their express written permission to do so; and we only use information about a member's circumstances, in a completely anonymous way, if we have the member's parent/carer's written consent to do so.

Furthermore, from time to time we (or our authorised agents) take photographs or videos of our members for use on our website and other media for the promotion of Ride High and its

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activities, but not for any other purpose. When doing so, the name of the member is never shown unless his/her parent/carer has given Ride High express written permission to do so.

Training and awareness

A copy of this Policy will be shown to all employees and volunteers, and each must sign the list attached to the original to indicate they have read and understood it. It will also be made available to all referrers and members and/or their parents/carers., and shown to all Students.

All employees, volunteers, Trustees and Students are also required to sign a Confidentiality Statement.

Approval and Review

This Confidentiality Policy was approved at a Board Meeting of the Trustees. It will be reviewed bi-annually, or more frequently if appropriate.