



Norwich Pride

Confidentiality Policy

This policy is an important one because it is about building trust within our organisation and about everyone learning to take care of each other, show respect and be able to feel safe.

Confidentiality means sharing information with others that you don't want to be passed on without your permission. It's also about understanding that sometimes information someone else shares with you might be private and they might not want you to share it around.

We recognise that strong personal relationships within Norwich Pride help create a healthy organisation and will help us grow and develop. It will also positively affect people's personal lives and well-being.

Individuals may feel they want to share their own personal stories, information or history around their personal lives or their volunteering experience in a safe space.

For that to happen all volunteers must accept we have responsibilities to one another where confidentiality is concerned.

So, we feel it is important we set some ground rules that will help to guide us all in this area.

What Responsibilities do we have?

1. Our first responsibility in terms of confidentiality is to ourselves.

We need to be thoughtful about how much of our personal lives and business we want to tell other people about. So please do consider this before you share with others.

Only share what you are happy to share. If it's private and you don't want that passed around then please say at the outset. That's everyone's first responsibility. To explain that what you have shared is confidential.

2. Our second responsibility is to others.

As a rule volunteers should not pass on to anyone, any information considered sensitive, personal, financial or private without the knowledge or consent of the individual, however they come by it.

It's important to ask if what you have been told is confidential if they haven't already said. If it is then please keep it to yourself and appreciate that someone trusted you enough to share their personal story with you. Please don't break that trust.

All of this applies to our volunteers but also to those who access Norwich Pride, do business with or support Pride or participate in our events/activities.

It also applies to whether you are sharing inside the organisation or outside of it.

3. Our third responsibility is the Norwich Pride organisation.

When you work within Norwich Pride as a volunteer, please understand that any information shared with you about the organisation is as a representative of Norwich Pride.

We expect volunteers to respect that information and not discuss it or pass it on without a good reason and clear permission from someone on the Management Group.

There may be certain circumstances where passing on selected information to another volunteer may be helpful to the smooth running of events or situations e.g. a phone number. Always ask permission to do this from the owner or ask advice from one of the Management Group.

Finally, you may be having conversations about your work with Norwich Pride in a public place. If so, please be aware that sensitive information could be overheard. Best not to talk about private matters in public places.

IMPORTANT - Breaking Confidentiality

All volunteers should take a common sense approach to any concerns they may have about the background, safety or behaviour of their Pride colleagues.

Everyone working with Norwich Pride must understand that there may be rare occasions that in order to help them or protect others you may need to share these concerns with someone else within the team even though it may mean breaking their confidence.

The individual concerned will always be told if this is thought to be necessary and the reasons for sharing information will be explained.

It is important that people are able to discuss concerns with appropriate people within the Pride Management Group so that if possible appropriate volunteering activities, support and signposting can be arranged.

Norwich Pride will not share this information any further without the person's consent, unless there are safeguarding concerns or it comes under the 'legal duty to disclose' – see below.

Legal duty to disclose information

There is a legal duty for Norwich Pride to disclose certain information including:

- Child abuse or abuse of vulnerable adults, actual or suspected. This should be reported to the local Safeguarding Children Board or Adult Social Care – (See NP Safeguarding Policy)
- Drug trafficking, money laundering, suspected radicalisation or acts of terrorism should be disclosed to the police.
- Volunteers believing an illegal act has taken place or may take place should report this to the police.
- If it is discovered that a volunteer is on the Sexual Offenders Register this must be disclosed to the Norwich Pride Safeguarding Lead so they can ensure the most appropriate role is found within the organisation for them.
- If another volunteer is at risk of harming themselves or others, this must be reported to the Norwich Pride Safeguarding Lead or the police – whichever is most appropriate under the circumstances.

NB: Anyone named may or may not be informed of this disclosure. Norwich Pride will take advice from the Police or Safeguarding Lead.

Third Party Information

Norwich Pride may receive sensitive or personal information about people from other agencies. An example of such information would be if the person were subject to an investigation.

During the process of that investigation, Norwich Pride would not be allowed to inform the person.

What if a volunteer fails to follow the ground rules set out in this policy?

If any Norwich Pride volunteer is found to have broken confidentiality outside of the procedures outlined in this policy, this will be viewed as serious misconduct.

The Management Group or Trustees would carry out an investigation which may lead to that volunteer being asked to leave the organisation.