



Confidentiality: Our Commitment to You

1. Confidentiality of information:

- 1.1. Information you provide is confidential to ELATT and may be shared within ELATT.
- 1.2. We will only share information within ELATT on a need to know basis to ensure quality of service.
- 1.3. Any information you give us will be recorded, stored and protected appropriately.
- 1.4. We will not share information with other organisations or individuals without your consent.
- 1.5. We aim to ensure that all meetings that may lead to the giving of confidential information will be held in a place which gives privacy and protects confidentiality.
- 1.6. Our staff and volunteers must never share information about you with other learners.
- 1.7. Staff should make reasonable effort to ensure that our learners do not have access to highly sensitive information.
- 1.8. If you view suspected confidential information, you should not read it but should report this to ELATT staff.

2. Record keeping and storage of information:

- 2.1. We will keep your records in a restricted access area. Computer records will be protected by passwords.
- 2.2. Information stored on your file must be relevant to the delivery of the services we deliver to you.
- 2.3. You can see your file on request.
- 2.4. You are protected by the Data Protection Act 1984.
- 2.5. Information about former learners will not be kept for longer than is required. When we dispose of waste we will use our shredding process.

3. Reporting on learners:

- 3.1. When we compile reports about our learners, for internal and external purposes, we will not unnecessarily disclose the identity of individual customers.
- 3.2. When we report to our funders, we will ensure confidentiality wherever possible. Funders will be made aware of our confidentiality policy in using any information provided to them, and our funders will also operate under the Data Protection Act 1984.
- 3.3. Under the Data Protection Act the police have a right to information about clients where the information may prevent or solve a crime. The Benefits Agency has a similar right to information.

4. Complaints

- 4.1. If you feel that we have not met our commitments regarding the protection of confidential data please inform us through our Complaints procedure.