

Confidentiality Policy - June 2024

Introduction

The CSA is committed to maintaining the highest level of confidentiality in all its activities. This policy outlines the principles and procedures to ensure the protection of personal and sensitive information of refugees, volunteers, board members, and all stakeholders.

Scope

This policy applies to all board members, refugees we serve, volunteers and partners who have access to confidential information associated with the CSA.

Principles

1. **Respect for Privacy:** We respect the privacy of all individuals and are committed to protecting their personal information.
2. **Compliance with Laws:** We comply with all relevant data protection laws and regulations.
3. **Need-to-Know Basis:** Access to confidential information is granted strictly on a need-to-know basis to perform job responsibilities.
4. **Security Measures:** Appropriate technical and organisational measures are in place to safeguard personal data against unauthorised access, alteration, or disclosure.

Procedures

1. **Collection of Information:**
 - Collect only necessary personal information and ensure it is accurate and up-to-date.
 - Inform individuals about the purpose and use of their data.
2. **Storage of Information:**
 - Store all confidential information securely using encrypted digital storage and locked physical files.
 - Limit access to authorised personnel only.
3. **Use and Disclosure:**
 - Use personal information solely for the purposes for which it was collected.
 - Do not disclose information to third parties without explicit consent, except as required by law.
4. **Access and Amendment:**
 - Allow individuals to access their personal information upon request.
 - Facilitate correction of any inaccurate or incomplete information.
5. **Retention and Disposal:**
 - Retain personal information only for as long as necessary for the purposes for which it was collected.
 - Dispose of information securely when it is no longer needed.
6. **Training and Awareness:**
 - Provide regular training to staff and volunteers on confidentiality and data protection policies.
 - Promote a culture of confidentiality and respect for privacy.

Breach of Confidentiality

Any breach of confidentiality must be reported immediately to the designated Data Protection Officer (*the Governance subgroup lead*). Appropriate actions, including disciplinary measures, will be taken in response to breaches.

Review and Updates

This policy will be reviewed annually and updated as necessary to ensure continued compliance with legal requirements and best practices.

Contact Information

For questions or concerns about this policy, please contact: Ben Still ben.still@salvationarmy.org.uk

For review: June 2025