**Confidentiality Policy**

The Pump House Project believes that the welfare of our users is paramount. Staff, volunteers and young people have a right to expect any personal information to be treated as confidential and kept secure. Breaches of confidentiality are treated seriously. However, in certain circumstances, information received in confidence may need to be shared with the appropriate authority to ensure best care for the individual.

Information will always be treated with the utmost confidence and not divulged outside of The Pump House Project apart from the exceptions that follow, which may be shared on a “need to know” basis in the following circumstances:

* Physical, sexual or emotional abuse is suspected.
* If a person reports or alleges abuse.
* If the life of the person or another service user is at risk.
* If information is revealed about criminal activity.
* If a service user could cause harm to themselves or others.
* If staff or volunteers have reasonable cause to believe a service user is suffering or likely to suffer significant harm.

Personal data relating to staff, volunteers and young people will be kept securely. This means any information relating to an individual from which they can be identified, such as name, address, bank details etc.

If an adult or young person leaves The Pump House Project, all records relating to him/her are securely archived for a period of 1 year and then shredded in accordance with GDPR.

Staff and volunteers will be made aware of this policy at induction and understand they are bound by confidentiality.

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| Policy written by: Sarah Stoves – Project Manager |
| Date:05/08/2019 |
| Updated: 13/05/2024 |