

Confidentiality Policy

1. Purpose

The British Red Cross recognises its obligation to protect and safely process personal identifiable and confidential business information that it gathers, creates, processes and discloses. This policy confirms this commitment, meets legal, regulatory and contractual requirements, and provides assurance to our service users, learners, funders, our people and the public.

2. Scope

This policy applies to all our people, and all personal identifiable or confidential business information processed by the organisation, in paper form, electronically or communicated verbally.

3. Policy Statement

This policy supports the overarching Information Governance Policy by setting out our commitment to the confidentiality of personal identifiable and confidential business information and our responsibilities regarding disclosure of such information. It does this by meeting Standards, and the following principles by ensuring:

- 3.1.** our people are aware of their responsibilities for upholding confidentiality and preserving information security.
- 3.2.** compliance with statutory, regulatory and contractual requirements through the application of legislation and best practice, service users, learners, funders, and our people are aware how their information may be used and, where reasonable, respect conditions requested by individuals to limit the use of their information.
- 3.3.** there are clear lines of accountability established to protect information and support our people in the provision of a confidential service, and to authorise disclosure.
- 3.4.** valid explicit consent is obtained prior to disclosure.
- 3.5. Standards**

- 3.5.1.** We will ensure all information is shared appropriately and confirm that there is a legal basis for access to information prior to releasing it, abiding with legislative requirements.

- 3.5.2.** All of our people have a legal duty of confidence to keep personal identifiable or confidential information private and secure in accordance with our policies, procedures and appropriate legislation.

- 3.5.3.** We will ensure all personal identifiable or confidential information is effectively protected against improper disclosure.

3.5.4. We will raise awareness relating to the safety of personal identifiable or confidential information when working within or away from our premises. This will ensure working practice of our people complies with corporate policies and procedures, including that information is kept secure and confidential.

3.5.5. We will take breaches of the Data Protection Legislation seriously.

3.5.6. We will ensure passwords are kept secure, are not used by others except the owner, and not disclosed to unauthorised persons.

3.5.7. Access to information will be on a need-to-know basis.

3.6. Lessons Learned from Policy Evaluation

A review of this policy was undertaken, and feedback was garnered from the Information Governance Champions. This informed improvements to this policy document including roles updated due to organisational restructure, procedural and process information has been relocated and legislation updated.

4. Responsibilities

The Board of Trustees (BoT) has ultimate responsibility for this policy and are responsible for responding to corporate risks.

The Executive Leadership Team (ELT) are responsible for ensuring compliance with this policy.

The Chief Operating Officer (Policy Owner) is responsible for ensuring that this policy allows achievement of external and internal standards.

The Head of Information Governance and Data Protection Officer (Policy Lead), together with the Policy Owner, is responsible for the development, monitoring, and review of this policy. The Policy Lead is also responsible for providing advice and ensuring training is provided to our people.

All Managers are responsible for operational implementation of, and compliance with, the policy and that any breaches are reported and investigated.

The Chief Medical Advisor is the Caldicott Guardian who is responsible for: ensuring that the personal information about those who use the British Red Cross services is used legally, ethically and appropriately.

The Senior Director of People is responsible for ensuring that British Red Cross employment contracts are compliant with, and induction programmes inclusive of, the requirements of this policy.

It is the responsibility of all our people to adhere to this policy including by participating in induction, training and awareness raising sessions to confirm their responsibilities to uphold confidentiality. They should also report any

confidentiality risks or confidentiality incidents, through the Datix Cloud IQ electronic incident reporting system.

5. Governance

Associated policy document/s	<ul style="list-style-type: none"> • Information Governance Policy • Incident Reporting Policy • Information Security Policy • Data Quality Policy • Records Management Policy • Data Protection Policy • Risk Management Policy • Disciplinary Policy • Code of Conduct 	
Policy(ies) superseded	N/A	
Legislation/ regulatory requirements and standards	<ul style="list-style-type: none"> • Data Protection Act 2018 • General Data Protection Regulation(GDPR) • Human Rights Act 1998 • The Common Law Duty of Confidentiality • The Caldicott Principles • Equality Act 2010 	
Equality impact assessment	No equality impact identified	
Data Protection impact assessment	No data protection impact identified	
Environmental impact assessment	No environmental impact identified	
Endorsing Authority; Endorsement date	ELT; 07 2024	
Approval Authority; Approval date	ELT as a delegate for BoT; 07 2024	
Policy Owner	Chief Operating Officer	
Policy Lead	Head of Information Governance and Data Protection Officer	
Date effective	07 2024	
Interim update date	N/A	
Review date	07 2027	
Version	3.0	
Keywords	confidentiality, GDPR, General Data Protection Regulation, personal identifiable information, information security	
Revision history	Version	Summary of change (s)
	Version 1.0	New policy document.
	Version 1.1	New review date added.
	Version 1.2	Push back the review

		date to January 2017.
	Version 1.3	Removed reference to 'human resources'.
	Version 2.0	Significant changes to the policy to ensure it is fit for purpose.
	Version 2.1	Update policy to reflect GDPR and Data Protection Act 2018
	Version 3.0	Roles updated, procedural information removed, updated legislation, alignment with new Policy and Procedure Framework.

Appendix: Definitions

Confidential: information which is not common knowledge and is of value. This includes personal identifiable information as well as commercially sensitive documents such as contracts.

Confidentiality: is protecting information from unauthorised disclosure.

Data Controller: is an individual or organisation that determines the purposes and means of processing personal data.

Datix Cloud IQ: the incident reporting system used by the British Red Cross to record and manage incidents, near misses and safeguarding concerns.

Disclosure: divulging or provision of access to data.

Explicit consent: an individual has clearly agreed for information to be disclosed. It is a clear and voluntary indication of preference or choice usually given verbally or in writing and freely given in circumstances where the available options and consequences have been made clear.

Funders: refers to an individual, organisation, government agency, or foundation that provides financial support to the charity's activities and programs.

Learners: refers to an individual who is undergoing instruction, education, or practical training to acquire the knowledge, skills, and competencies necessary to provide first aid assistance effectively.

Our people: staff, volunteers and contractors (for example, third parties delivering services on behalf of the British Red Cross).

Personal data: data by which an individual might be identified (for example: name, address, national insurance number, e-mail address, mobile phone number and IP address).

Processing: anything done with the information including its collection, recording, use (including viewing), disclosure and destruction.