



orchard  
Education

# Confidentiality Policy

Orchard Education Ltd  
1 Sargon Way  
Great Grimsby Business Park  
GRIMSBY  
North East Lincolnshire  
DN37 9PH

01472 898498

## Confidentiality Policy

Orchard Education is committed to providing a confidential service to all of our service users.

1. Information will be treated in the utmost confidence and will not be divulged to anyone outside the organisation except where extenuating circumstances exist e.g. police investigation).
2. No conversation about a Service User will take place with anyone who does not work outside of the company and will not take place away from our designated office.
3. No personal information about a Service User will be given to any third party.
4. All staff receive a copy of the Company Handbook prior to employment. Reference to confidentiality is made within this document. Upon commencement of employment with our Company, staff members sign in acknowledgment of its contents binding them as part of their terms of employment.
5. No information will be physically removed from our offices without management/customer consent.
6. All external emails carry a confidentiality disclaimer.
7. All written and electronic information is kept at secure locked and alarmed premises. Where reference is made to personal identity within existing communication mediums eg 'whatsapp', and where that information may be accessible on a personal mobile device belonging to a staff member, reference to identity will be by initials only, hence preserving the identity of the subject.

### Use of Service User information for publicity purposes

Our Company may wish to publicise one or some of the messages/enquiries which are received and also to be able to give information where appropriate about the kind of enquiries that are being received. If an enquiry is received, the outcome of which would provide useful material for publicity purposes, then the permission of the Service User (or their Guardian) will be sought in writing before the material is used. If permission cannot be obtained, then any details that would enable identification of the customer to be made will be changed.

### Use of Service User information for training purposes:

Examples of enquiries/messages may be used for training purposes but any details which enable identification to be made will be changed.

### Record keeping, statistics, evaluation and monitoring

#### Service User Records

- Any written Service User records will be kept securely.
- Data will be retained in line with GDPR (and Orchard's Data Protection policy) and cross-referenced within the company data map.
- Service users may ask to see any written records if they so wish to do so in writing.
- Secure shredding is used prior to the disposal of any written records.

## Letters or online messages

- Any letters or printed online messages will be kept securely.
- Any correspondence will be destroyed after 2 years. However, if a letter or online message is received which gives thanks or encouragement then it may be kept provided that permission is sought from the writer.
- If a letter or online message is received which we would like to use in publicity/testimonials, we will seek the permission of the writer to ensure that they are happy for us to do this. Information about a Service User will never be used for publicity purposes unless consent has been obtained (see above).

## Data Analysis

- Data will be collected to assist in planning, marketing.
- Data collected will have the sole purpose of enabling us to evaluate and monitor the service we are offering and will not, under any circumstances contain personal information.

## Making the Confidentiality policy known

- All staff are given access to a copy of the policy when they join our Company.
- We will ensure that all staff are trained and given information about the Confidentiality Policy.

This policy applies to all paid employees, volunteers and visitors of our Company. All new staff will be given training in its application. The policy will be reviewed annually.

This policy will be reviewed annually by a Director.

	Initial	Review 1	Review 2	Review 3
Signed		D.Melia	Dave Melia	
Position		Director	Director	
Date		04/08/17	13/09/18	