

Crisis Centre Ministries

Confidentiality Agreement

Introduction

Every conversation you have with a CCM member of staff or volunteer is confidential and covered by this agreement. In addition, anything we write down is covered by the Data Protection Act. This is the way we work, and we want you to understand it so that there will be no misunderstanding in the future.

Our Confidentiality Policy

Anything I learn from you is confidential and I will do my best to respect your wishes about who can know it, and in what circumstances. In normal circumstances, I will not share what you tell me to anyone else without your permission.

Anything I learn from you is confidential. Please note that confidentiality is not the same as total secrecy. We cannot promise total secrecy to anyone because we want to help you, but we must also protect our staff and volunteers, and we have to obey the law.

I will do my best to respect your wishes about who can know it, and in what circumstances. I will do my best to understand how you feel about the things you tell me, but you need to let me know if you have strong feelings about something, because other people have strong feelings which are sometimes different from yours. For example, you may be more concerned about other people knowing your criminal record than you are about them knowing where you grew up; you may not want anyone else to know about your various debts, or you may be quite relaxed about who knows this.

In normal circumstances, I will not share what you tell me to anyone else without your permission. If I am not sure what to do, I may talk with my manager, but only the relevant and essential details will be mentioned.

How the Policy Works

Personal details about you may be shared within the team here in order to help you. These are the facts that a stranger might know about you – anyone can see what you are wearing and make a fair guess about details such as your sex, height, weight

and age. In general, we will not share your personal details with people outside the team. For example, we will not normally tell the police, or anyone in the shop, if you have been in, or when you are expected to come back.

However, if it will help you, we will share some of your personal details with other organisations you know. For example, if your Key Worker is trying to contact you to let you know about an offer of accommodation, we will tell them if you are using our facilities and try to pass on a message for you. We only do this if we know the organisation, and if they have a confidentiality policy like ours.

We will only tell people **private or confidential details** about you with your permission or when necessary. These are the facts we cannot know unless we are told (details like your name, your place and date of birth, your address if you have one, where you slept last night, whether you are married, and any children you may have) and the things you do not want people to know about unless there is no alternative (details such as your criminal record, mental health problems, or information about any violence or abuse you have suffered in the past).

For example, someone may need to know about your marital status in order to help you find somewhere suitable to live. We will do our best (and we have a legal obligation) to ensure that nobody will learn any confidential details by accident.

However, if we believe that you, or someone else (such as a child), may be at serious risk of significant harm, we have a duty of care to inform someone who may be able to prevent this harm. If you tell us about a criminal offence, we may have an obligation to report this to the police. In either case, a senior member of the team will be told what you said, and they will decide what to do.

Our Agreement

I understand the CCM Confidentiality Policy and will act within it.

Signed:

I have had the CCM Confidentiality Policy explained to me, and I understand it.

Signed:

Date:

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