



THE OTAKAR KRAUS MUSIC TRUST

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CONFIDENTIALITY POLICY

The **Otakar Kraus Music Trust** is committed to maintaining high standards of confidentiality in all aspects of its work, including records and information relating to employees, members and visitors.

The purpose of this policy is to provide guidelines on maintaining confidentiality in all aspects of the organisation's work and circumstances where disclosures may be necessary, and the procedure for doing so.

1. Organisation Standards

- All information about individuals and users is confidential. The organisation is committed to ensuring that such information is treated appropriately and will not be inadvertently passed on to third parties without the prior consent of the owner of such information.
- The ultimate reference point for deciding who should be informed of a piece of confidential information is the individual to whom it pertains. It is important that when consent is given that it is informed consent. For this to be the case it is necessary to share with the person what the likely consequences of their agreeing or not agreeing to the disclosures are.
- Once consent has been obtained, it is the responsibility of the person passing on the information to ensure that the disclosure only takes place on the agreed terms. It is important to ensure that the requirements for strict confidentiality and any accompanying guidelines are fully explained and understood by the recipient.
- The confidentiality of information relating to families and children will be maintained at all times unless there is a serious threat to the safety or welfare of a child.
- Information kept relating to staff, freelance contractors, volunteers and families will be stored in a secure place, or on a database with a password. and be available, by arrangement, to the person concerned.
- Discussion between members of staff and/or freelance contractors about personal matters of families, staff and volunteers, and other relevant people will be confined to those relevant members of the organisation.
- The organisation will only use case histories with the consent of the individual concerned.

- Any difficulties over issues of confidentiality should be shared with the Director, Clare Lawrence, who will offer advice and guidance as to the appropriate course of action.
- The organisation will only collect relevant information and members will be informed of the purpose of collecting it.

2. Breaches of Organisation Standards

Any breach of confidentiality will be seen as a serious issue by the organisation and may be treated as a disciplinary matter. Most breaches do not occur out of malice, but through thoughtlessness and or lack of awareness of the outcome of such actions. Due consideration must be given to each situation and occurrence when considering breaches of confidentiality. It is recognised that training and heightened awareness of consequences may be a more appropriate way of dealing with any such breaches.

3. Record Keeping

The following Guidelines apply to all forms of record keeping: -

- Records are common to all those staff to whom they are purposeful and to no others.
- Records on individuals should be kept until:
 - A client, carer or parent carer requests that the records be no longer kept
 - or
 - No contact has been made for 3 years
- The organisation has a responsibility to maintain records of all staff and volunteers.
- The organisation may retain statistical information that does not reveal the identity of the individual and groups concerned. Statistical information should be kept separately from individual or group information.
- Care must be taken at all times to ensure that all records are handled with discretion and are secured.
- Databases should be protected by passwords, known only by the relevant staff.
- Should confidential records be stolen as a result of a break in, the report to the Police should stress the confidential nature of the records and the importance of their being returned unread if recovered.
- A data protection officer should be appointed to be responsible for confidentiality and for confidentiality and for the regular revision of data protection implications.
- Once paper records become redundant, they must be destroyed in a secure manner.
- All redundant electronic records must be destroyed in a secure manner.

4. Confidential Reporting of Matters of Concern

- In line with best practice guidelines, the organisation encourages its employees and freelance contractors who have any serious concerns about any aspects of work, to come forward and express those concerns, without fear of reprisal or victimisation. These may be brought forward through other channels such as grievance or whistleblowing procedures, or through supervision.
- OKMT has a Grievance Procedure and Whistleblowing Policy which are available to all staff and freelance contractors.

It is essential that all individuals involved with the organisation are aware of the need and reasons for maintaining confidentiality.

Updated June 2024

To be Reviewed Annually