



The Palestine Trauma Centre (UK)

CONFIDENTIALITY POLICY

This policy will be reviewed on an ongoing basis, at least once a year. The Palestine Trauma Centre (UK) will amend this policy, following consultation, where appropriate.

Date of last review: 16 November 2023

1. General principles

- 1.1. The Palestine Trauma Centre (UK) recognises that trustees and associates gain information about individuals and organisations during the course of their work or activities. In most cases such information will not be stated as confidential and trustees or associates may have to exercise common sense and discretion in identifying whether information is expected to be confidential. This policy aims to give guidance but if in doubt, seek advice from the Chair of the Board of Trustees.
- 1.2. You should be able to share information with their other trustees and associates in order to discuss issues and seek advice.
- 1.3. You should avoid exchanging personal information or comments (gossip) about individuals with whom you have a professional relationship.
- 1.4. It is not appropriate to discuss a person's sexuality (i.e. 'outing' a gay person) without their prior consent.
- 1.5. You should avoid talking about trustees or associates in social settings including social media.
- 1.6. Information given to trustees or associates acting on behalf of the Palestine Trauma Centre (UK) is considered to be given to the Palestine Trauma Centre (UK) as a charity rather than to the individual trustee or associate. To give the best possible service to users of the Palestine Trauma Centre (UK)'s services, it is sometimes desirable to share information with others in the charity.
- 1.7. Constructive liaison with other agencies is sometimes essential if individuals and groups are to be offered an effective service by the Palestine Trauma Centre (UK). Confidential matters must not be discussed outside of the Palestine Trauma Centre (UK) without prior permission.
- 1.8. Where there is a legal duty on the Palestine Trauma Centre (UK) to disclose information, the person to whom the confidentiality is owed will be informed that disclosure has or will be made.

2. Why information is held

- 2.1. Most information held by the Palestine Trauma Centre (UK) relates to trustees, associates or services which support or fund them.
- 2.2. Information may be kept to enable the Palestine Trauma Centre (UK) to understand the history and activities of other organisations in order to deliver the most appropriate services.
- 2.3. The Palestine Trauma Centre (UK) has a role in putting people in touch with voluntary and community organisations and keeps contact details which may be passed on to an enquirer, except where the group or organisation expressly requests that the details remain confidential.

3. Access to information

- 3.1. Information is confidential to the Palestine Trauma Centre (UK) as a charity but may be passed to others to ensure the best quality service for users.
- 3.2. Where information is sensitive, i.e. it involves disputes or legal issues, it will be confidential to the trustee dealing with the case. Such information should be clearly labelled 'Confidential' and should state the names of the those entitled to access the information and the name of the individual or group who may request access to the information.
- 3.3. Trustees will not withhold information from the Chair of the Board of Trustees unless it is purely personal.
- 3.4. Users may have sight of the Palestine Trauma Centre (UK) records held in their name. The request must be in writing to the the Palestine Trauma Centre (UK) Chair of the Board of Trustees giving 14 days' notice and be signed by the individual, or in the case of an organisation's records, by an appropriately designated person. Sensitive information as outlined in para 3.2 will only be made available to the person or organisation named on the file.
- 3.5. When photocopying or working on confidential documents, trustees must ensure they are not seen by people in passing. This also applies to information on computer screens.

4. Storing information

- 4.1. The Palestine Trauma Centre (UK) keeps non-confidential information using paper files and computers. Confidential information is maintained with an appropriate level of security, in accordance with the General Data Protection Regulation, which will adequately protect information about individuals that is held in the systems.
- 4.2. Information about volunteers and other individuals will be kept by the trustees or associates directly responsible. These colleagues must ensure that the Chair of the Board of Trustees knows how to gain access.
- 4.3. In an emergency situation, the Chair of the Board of Trustees may authorise access to files by other people.

5. Duty to disclose information

- 5.1. There is a legal duty to disclose some information including: money laundering, acts of terrorism or treason which will be disclosed to the police.
- 5.2. In addition a trustee or associate who believe an illegal act has taken place, or that a user is at risk of harming themselves or others, must report this to the Chair of the Board of Trustees immediately who will report it to the appropriate authorities.
- 5.3. Users should be informed of this disclosure.

6. Breach of confidentiality

- 6.1. Trustees or associates who are dissatisfied with the conduct or actions of other trustees or associates should raise this issue with the Chair of the board of Trustees who should attempt to resolve the issue and not discuss their dissatisfaction outside of the Palestine trauma Centre (UK).
- 6.2. Trustees or associates accessing unauthorised files or breaching confidentially will face disciplinary action.

7. Whistle-blowing

- 7.1. Where a trustee or associate has concerns about wrongdoings of the the Palestine Trauma Centre (UK) for example misuse of funds or data or information, he or she should refer refer to the Palestine Trauma Centre (UK)'s Whistleblowing Policy and report their concerns to the Chair of the Board of Trustees.