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| Date last reviewed: 10th October 2017 | Date last amended: 10th October 2017 |

**CONFIDENTIALITY POLICY**

Thanet Community Transport Association works with children and adults. This brings us into contact with confidential information.

To ensure the confidence of others accessing our service and those associated with us we will respect and deal with confidential information in the following ways:

* We will only pass on information to staff of the individuals they are directly working with.
* We will not disclose staff information with any other persons other than essential information needed for the purpose of the undertaken i.e. escort pickup address for drivers and contact telephone numbers if needed.
* We will not discuss a client’s personal information or those associated with the client with any other individual other than with the staff members that are working directly with the client. Information will be addresses, contact telephone numbers, client profile cards or any other essential information.
* All information in respect of staff, children and parents/carers whether written or retained on the computer will be confidential and documents whether written or retained on the computer will be treated in accordance with the data protection act 1988.
* We are registered with the information commissioner’s office (ICO)

**Staff responsibilities**

Staff will receive confidential information relating to young people they are directly working with. This may also include sensitive information relating to other individuals. We expect all drivers and escorts to treat all confidential information with sensitivity and care, whether information is verbal, written or in a digital format. To ensure information is dealt with safely and in confidence, we expect all staff to deal with confidential information in the following ways:

* Follow and adhere to our data protection policy at all times
* Only discuss individual children with the young person’s parents/carers and the bus operator management.
* Staff must not discuss or disclose any individual’s personal information with other parent/carer, young person or any other person unless they have been given authorisation by the bus operation manager.