



**jude**theatrecompany CIC  
bringing together performance & psychology

# Confidentiality Policy

Originally written	Ian Mackay (Artistic Director)	01.06.2013
Last Reviewed	Jayne Redgrave (Administration Assistant) and Helen Lees (Safeguarding Officer)	09.07.2015
Due for Review		09.07.2016

Signed off by Jude Theatre Board Members:  
Ian Mackay, Helen Lees and Louise Pounds

## **1. Aim**

The aim of this policy is to set out clearly for staff, artists, volunteers, trustees, partner organisations and any others with whom Jude Theatre Company (JTC) may interact (referred to below as colleagues), how confidential information will be managed by JTC.

## **2. Introduction**

2.1 The confidential policy/procedure is set out below. All JTC colleagues are expected to abide by this policy. Those using our service will have the relevant aspects of the confidentiality policy explained to them.

2.2 JTC is committed to maintaining high standards of confidentiality in all aspects of its work. This includes records and information pertaining to colleagues. Any breaches of this policy may give rise to disciplinary action in the case of staff and termination of placement in the case of volunteers.

2.3 Any queries, concerns or complaints regarding JTC's confidentiality policy should be addressed to the Artistic Director at the contact address given.

2.4 Training on the confidentiality policy and its implications should be a standard part of induction procedures for staff, artists, volunteers and Trustees.

2.5 This policy will be regularly reviewed and any updates brought to the attention of staff and other relevant parties.

## **3. General principles**

3.1 JTC recognises that colleagues gain information about individuals and organisations during the course of their work and activities. In most cases such information will not be stated as confidential and colleagues 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 advice should be sought from JTC's Artistic Director.

3.2 Colleagues are able to share information with one another in order to discuss issues and seek advice.

3.3 Colleagues will, however, avoid exchanging personal information or comments about individuals with whom they have a professional relationship.

3.4 Talking about the private life of a colleague is to be avoided at all times, unless the colleague in question has instigated the conversation.

3.5 Colleagues will avoid talking about organisations or individuals in social settings or where such conversations may be overheard.

3.6 Colleagues will not disclose to anyone other than their JTC manager any information considered sensitive, personal, financial or private about others without the knowledge or consent of the individual, or an officer, in the case of an organisation.

3.7 Where there is a legal duty on JTC to disclose information, the person to whom the confidentiality is owed will be informed that disclosure has or will be made.

3.8 Confidential information / records will be processed and stored following the requirements of the Data Protection Act 1998. The 8 data protection principles of good information handling state that personal information must be: fairly and lawfully processed; processed for specified purposes; adequate, relevant and not excessive; accurate and where necessary kept up-to-date; not kept for longer than necessary; processed in line with the rights of the individual; and kept secure with the European Economic Area.

3.9 The obligations set out in this confidentiality policy continue to apply to employees, volunteers, trustees and artists after they have stopped working or volunteering for JTC.

#### **4. Personal information relating to individual clients and children**

4.1 All information about individual clients and children is private and should only be shared with relevant parties on a need to know basis.

4.2 All clients and children have a right to the same level of confidentiality irrespective of gender, race, religion, medical concerns and special educational needs.

4.3 Photographs of children should not be taken without the express permission of their parents/carers. If such permission is given, at no time should a child's name be used with a photograph identifying them.

4.4 Photographs of adults should not be taken without their express permission. In the case of vulnerable adults, photographs should not be taken without the additional express permission of their carers or those with direct responsibility for them.

4.5 Photographs / digital media of any kind will only be used by JTC in the manner for which they have received consent to do so and will not be passed to a third party without expressed consent. All photographs and video will be stored on a password protected device. Storage will be in a marked file, along with the appropriate permission forms. The images will be destroyed after three years, or sooner if specified.

4.6 In cases where there are concerns a child is, or may be suffering significant harm, or there are concerns about serious harm to adults, such as domestic violence or other matters affecting the welfare of adults, JTC is required to share information as set out in our safeguarding policies. JTC will only share relevant information that is accurate, factual, non-judgemental and up-to-date.

#### **5. Personal information relating to staff, artists, volunteers and trustees**

5.1 In all but specific circumstances (eg disciplinary procedures), the decision as to who should be given a piece of confidential information rests with the individual to whom it applies.

5.2 Where such consent is sought it is necessary to tell the individual why there is a need to disclose information and to whom. The individual should be told of the likely consequences of their agreeing or not agreeing to this.

5.3 Any consent given should be written, dated and signed specifying exactly what information may be disclosed.

5.4 Once consent has been obtained, it is the responsibility of the person passing on any information to ensure that this is only done on the terms agreed.

5.5 Unless previously authorised, a request for a home address and telephone number or email address will always be referred to the individual before any information is disclosed.

5.6 In some cases there is an automatic right of access to certain types of information held by JTC eg Inland Revenue or Charity Commission. An individual will be notified of any legal requirements whereby JTC is obliged to provide such information.

5.7 Colleagues do not have the right to view any other parties' file except as specifically provided for in this policy.

## **6. Record Keeping**

6.1 Colleagues will be given a copy of this confidentiality procedure as part of their induction. The implications of the procedure for their work will be explained.

6.2 Application forms, interview records, medical information and monitoring forms are confidential to JTC.

6.3 All paper records will be filed in a locked cabinet. All electronic records will be password protected. All records are only accessible with permission from the Artistic Director of JTC.

6.4 Information will not be left lying around or on screen; it will be placed in a locked filing cabinet or closed on screen ensuring it can only be re-opened with a password.

6.5 Information will be kept for six years once a staff member or volunteer has left JTC. It will then be destroyed or archived.

6.6 JTC will regularly seek the consent of artists and other interested parties to keep their contact details on file.

6.7 When seeking references for a new staff member, volunteer or trustee it will be made clear to the referees that this information is sought in confidence.

6.5 Probationary reviews and appraisals of staff, volunteers and trustees will only be available with permission from the Artistic Director, unless there are performance issues in which case the information may be available to a nominated Trustee.

6.6 Any medical records will be held on personal files in a sealed envelope. Copies of medical certificates and self-certification forms will be placed on personal files after action for payroll purposes.

6.7 Personal details of unsuccessful candidates and volunteers will be destroyed unless they give express permission for JTC to retain their contact details.

6.8 Breaches of confidentiality by staff, artists and volunteers will be treated in accordance with JTC's complaints procedure. The nature of any breaches of this procedure will determine the level of any action.

## **7. Partner organisations and interested parties**

7.1 All partner organisations and interested parties will be informed of this procedure and can be provided with a copy if requested.

7.2 JTC will record information about partner organisations and parties who express an interest in JTC or are of interest to JTC. The

information recorded will be factual and where an opinion is recorded it will be clear that this is opinion and what this is based on.

7.3 This information is stored electronically and is available to employees of JTC only. All stored information is protected under the Data Protection Act 1988 and information will be regularly deleted or archived.

## **8. Trustees**

8.1 New trustees will be sent a copy of the confidentiality procedure and asked to take responsibility for implementing it.

8.2 All trustees meeting papers of a confidential nature will be marked 'Private and Confidential' and accessible only via permission from the Artistic Director.

## **9. Partnerships with other organisations**

9.1 JTC may be working in partnership with other bodies. Where specific information-sharing protocols exist all concerned should be made aware of this.

9.2 JTC will give all partnership agencies a copy of the confidentiality procedure and will explain the requirements it places on the partnership organisations.

9.3 It will be agreed at the outset which staff in the partner organisation will have access to information and in what circumstances.

9.4 Any agreements with other organisations will state that breaches of confidentiality by either party will be treated as a breach of the agreement.

## **Contacts**

**Office Address**  
(as of 1<sup>st</sup> August 15)

Innospace  
Couzens Building  
MMU Cheshire  
Crewe Green Road  
Crewe  
Cheshire  
CW1 5DU

Ian Mackay (Artistic Director & Applied Theatre Practitioner)

Contacts:           ianmac@judetheatrecompany.co.uk  
07974363256

Helen Lees (Fundraising and Safeguarding Officer)

Contacts:           helenlees@judetheatrecompany.co.uk  
07884434101

Jayne Redgrave (Company Administration Assistant)

Contacts:           info@judetheatrecompany.co.uk  
07802723952