

Confidentiality Policy

ROSC recognises the importance of confidentiality in dealing with personal information regarding staff/volunteers, children and their families. Personal information will only be shared within ROSC on a 'need to know' basis.

ROSC is committed to meeting the principles of data protection legislation which indicate that data must be:

- Obtained, processed and stored lawfully
- Accurate and up-to-date
- Accessible to the individual concerned
- No more detailed than necessary
- Held no longer than necessary
- Held securely

In practice this means that permission should be sought from staff/volunteer and children's families to record information. Information that is electronically stored should be held in password-protected files. Paper based information should be kept in locked filing cabinets.

Access to information

Any person about whom information is held has a right of access to that information. This right extends to the parents of children. If access is sought, it should be arranged in conjunction with the manager, who will clarify any queries and ensure that information is returned.

ROSC aims to be as open as possible and access to records should not be refused without consultation with the manager. Access to information may be refused where it would cause serious harm to the mental or physical condition of the person concerned or when there are reasons relating to the investigation of crime.

If staff/volunteer of other agencies disclose information about children or their families to ROSC they should be informed that ROSC has an open access policy and that unless it is clearly stipulated, the information will be held on this basis.

Access to information by staff/volunteer from other agencies should be refused without the consent of the parents of the child concerned. Disclosure of information may be made irrespective of permission in exceptional circumstances including:

- Where there is an obligation to report a suspected crime
- Where there is a serious risk of violence or abuse
- Where required by law or court order
- When urgent medical attention is needed

If information is disclosed without consent, a written record should be made

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recording all relevant details including whether the subject of the disclosure was informed before or after the event and if so when and how.

Retaining and destroying Information

If a child ceases to use ROSC, personal information will be held for 3 months and then destroyed, although a record of their activities with ROSC may be retained.

All sensitive information, including any papers that include personal details such as address, will be destroyed by shredding.