

## **Confidentiality**

### **Our views on confidentiality**

- All our staff and volunteers have a responsibility to keep information confidential
- All new staff and volunteers are trained in our confidentiality policy
- All our staff and volunteers respect the information given to them by young people who they work with

### **If you contact us what will happen to the information you tell us?**

To help us support and work with you, we need to write down and keep information that you tell us about yourself and your situation.

When working with you we will record what you have talked about, this is then stored in paper files, and on our database. This information will be kept for a period of time to protect you, help you and ensure that we have given you the best service possible.

We might also receive and keep information about you from other people or organisations that are not part of this service but who are supporting and working with you, this will also be kept in your file.

When a member of 'The Hub' starts working with you they will ask you who they can and can't share information with. And they will always talk to you and get your permission before sharing information about you.

### **Who will know about you at The Hub?**

When we start working with you information about you will be shared with your Practitioner, other staff might also be told about you so that you can still be helped even if your Practitioner is not around.

### **Will we tell other people information about you without your permission?**

Information might need to be shared without your permission if The Hub identifies a safeguarding issue and needs to protect you or someone else who is at risk, for example if:

- You or someone you know is being or has been abused
- You or someone you know is suffering or at risk of suffering significant harm
- You are at risk of overdose or if you threaten to kill yourself

### **Can you see the information we hold about you?**

Yes, you can ask to see the information you have shared with us, which has been recorded by a member of staff. Some information from other people may not be available if they have not consented to share it with you. If you wish to see what has been recorded you can ask a member of staff who will arrange a time for you to see your file.

### **What if you aren't happy?**

Then you have the right to complain or give comments about the service you have received from us. You can do this by talking to your Practitioner or the Management Team.