



Privacy and Confidentiality Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

1. Purpose

To ensure that all personal and sensitive information relating to service users, staff, and stakeholders is handled with the utmost confidentiality, dignity, and legal compliance.

2. Scope

This policy applies to all staff, contractors, volunteers, and anyone else acting on behalf of CARERS' HANDS H C A LTD who handles confidential information.

3. Policy Statement

We are committed to protecting the privacy of all individuals in our care and employ. Confidentiality is a legal, professional, and ethical responsibility.

4. Legal and Regulatory Framework

- CQC Regulation 10: Dignity and Respect
- UK GDPR and Data Protection Act 2018
- Human Rights Act 1998
- Caldicott Principles

5. Types of Confidential Information

- Service user records and care plans
- Medical history and personal circumstances
- Staff records and disciplinary matters
- Contact information, financial data, safeguarding reports

6. Confidentiality Principles

- Only access information necessary to your role



- Do not share without consent or legal justification
- Keep records secure at all times
- Use anonymised data when possible
- Discuss confidential matters in private settings only

7. Sharing Information

- Information may be shared with consent or under safeguarding/legal obligations
- Always document what is shared, with whom, and why
- Share only the minimum necessary to fulfill the purpose

8. Staff Responsibilities

- Read and understand this policy at induction
- Sign confidentiality agreements
- Report breaches to the Registered Manager
- Maintain confidentiality even after employment ends

9. Data Storage and Security

- Paper records kept in locked cabinets
- Digital records secured with passwords and access controls
- Secure disposal of confidential waste

10. Breaches of Confidentiality

- Investigated immediately by management
- May result in disciplinary action or referral to external bodies
- Reportable breaches may be notified to the ICO (Information Commissioner's Office)

11. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur or monitored through audits, incident reports, and service user feedback. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:



- ☐ Call the Office: 07535 8524917
- ☐ Email: carershandsagency@gmail.com

Signature and Declaration

Signed:

Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025

Next Review Due: 01/06/2026