



CONFIDENTIALITY POLICY AND PROCEDURE

V1.0 November 2025

POLICY STATEMENT

ELCAP expects you to respect the service user's right to confidentiality. Service users will tell ELCAP what information can be given and the people the information can be given to. ELCAP will take action against you if you share information against the wishes of the service user unless someone is in danger or the law tells us that someone else should be given information. You will tell service users if information about the person is to be shared.

ELCAP will ensure all personal information about you and service users is kept secure and confidential.

PROCEDURES

All personal information will be kept secure in locked cabinets for paper documents and/or password protected files for electronic documents. Where personal information is physically taken out with ELCAP's office then the responsible person must keep the document with them at all times and ensure the document is returned to the office as soon as possible.

ELCAP will work with Local Authorities and other agencies to ensure any personal information sent electronically out with ELCAP should be password protected or encrypted. Where password protection or encryption is not possible, then you should ensure any personal information such as full name or address may not be used e.g. initials only in an e-mail.

Any breaches of this policy should be reported to a manager immediately and a written report completed.