



Mana Charity Confidentiality Policy

Mana Charity is committed to protecting the privacy and confidentiality of all participants, carers, staff, volunteers and partner organisations. This policy ensures that personal and sensitive information is handled responsibly, securely and in line with legal and ethical obligations.

Confidentiality is essential to building trust, safety and respect within all our wellbeing programmes.

This policy applies to:

- All staff, volunteers, contractors and trustees of Mana Charity
- All programmes and activities delivered by Mana Charity
- All personal or sensitive information collected, stored or shared about participants, carers, or partners

Our Commitment

Mana Charity will ensure that:



1. All personal information is treated as confidential and used only for legitimate purposes.
2. Information is shared only with authorised personnel and only when necessary for participant safety, programme delivery or statutory safeguarding duties.
3. All staff and volunteers understand and adhere to confidentiality procedures.
4. Participants and carers are informed about how their information will be used and their rights under data protection law.

Types of Confidential Information

Confidential information includes, but is not limited to:

- Personal details (e.g. name, address, contact information)
- Health, medical or disability-related information
- Support needs, risk assessments or care plans
- Notes or observations made by staff or volunteers
- Financial or personal circumstances shared during programmes
- Any other information shared in confidence



Information Sharing

Mana Charity recognises that information sharing is sometimes necessary to protect individuals or deliver effective support.

Information may be shared only when:

- Consent has been obtained from the participant or carer;
- It is necessary to prevent harm or protect someone from abuse or neglect;
- It is required by law or statutory duty (e.g. safeguarding, court order);
- It is necessary to coordinate care with partner organisations with consent wherever possible.

In all cases, only the minimum necessary information will be shared and records of what has been shared and with whom will be kept securely.

Confidentiality and Safeguarding

Safeguarding always takes precedence over confidentiality when there is a risk of harm, abuse, or neglect. If a staff member or volunteer believes that a participant or another person is at risk, they must report their concern to the Designated Safeguarding Lead (DSL) immediately.

Participants will be informed, wherever possible, when information needs to be shared for safeguarding purposes.



Storage and Security of Information

- Paper records are stored in locked cabinets with limited access.
- Digital files are stored on encrypted and password-protected systems.
- Personal information is not shared through personal email accounts or unsecure platforms.
- Records are retained only for the required duration and then securely deleted or destroyed.

Staff and Volunteer Responsibilities

All staff and volunteers must:

- Sign a Confidentiality Agreement before starting work with Mana Charity.
- Avoid discussing participants or confidential matters outside of professional contexts.
- Ensure all documents, notes, and digital devices are handled securely.
- Report any breaches of confidentiality immediately to the DSL or senior management.

Breaches of Confidentiality



Any unauthorised sharing or misuse of confidential information will be treated as a serious disciplinary matter and may result in removal from post or further legal action if necessary.

Participant and Carer Rights

Participants and carers have the right to:

- Know how their personal information is used
- Access their records upon request
- Request corrections or updates
- Withdraw consent for data sharing (except where legally required to retain data)

This policy is reviewed annually or following any incident or change in legislation.

Monitoring: This policy was last reviewed on 15th June 2025.

Signed:



Board of Trustees

A handwritten signature in black ink, appearing to read "Egh".

Emily Hyland

A handwritten signature in black ink, appearing to read "A Stalker".

Alexandra Stalker

A handwritten signature in black ink, appearing to read "R Forster".

Rachel Forster