



North Midlands LGBT Older Peoples Group  
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# Confidentiality Policy October 2023

## Policy Aim

The North Midlands LGBT Older Peoples Group is a group run by and for its members. We provide a range of social activities to help relive loneliness and isolation.

The aim of this Policy is to protect and promote the best interests of the people who are part of our group or who seek support from us by any means. Any question concerning confidentiality should be answered by reference to this principle.

This policy applies to our members, prospective members and volunteers. We also ask organisations and individuals who work with us to respect this policy.

Our board of trustees carries responsibility for ensuring that this policy is implemented.

## How We Respect Confidentiality

When engaging with our group and its activities individuals may disclose personal or sensitive information, for example:

- Personal identifiers such as name, address, workplace, colleagues, family connections etc.
- Sexual orientation and gender identity
- Information about personal matters such as health, relationships, sexual behaviour etc

(The above list illustrates examples and is not comprehensive.)

Any such information must be treated in the strictest confidence and not shared with others outside of The North Midlands LGBT Older Peoples Group unless the individual to whom the information belongs has expressly given their consent.

As a general principle, personal or sensitive information shared within a particular conversation, meeting or activity should not be shared with others in The North Midlands LGBT Older Peoples Group who were not present unless the individual has given their consent. However, sharing information with others who are part of The North Midlands LGBT Older Peoples Group may be permissible in some circumstances when this is necessary in order to provide support for the individual. What is shared and who it is shared with should be the minimum required in order to ensure that such support is given and must always follow the principle of acting in the person's best interests.

## Individual Support

The ad hoc support currently provided to individuals who call us or contact us by other means falls within the scope of the general policy statements set out above.

We do not provide counselling services or any structured service in which volunteers deliver individual advice or emotional support. If we provide any such service in future this policy will be updated to set out policy statements appropriate to the providers and users of such services.

## Record Keeping

We provide a range of social activities to help relive loneliness and isolation. In order to do this we collect and record the personal details needed to manage our membership list, our mailing list and the organisation of our activities. These records are accessible to the trustees of the charity who organise our activities.

The records we keep are minimal, securely kept and used solely for the purpose of providing our services. Our data protection policy sets out details of the information we collect and how it is used.

## Exceptions to the Above Policy Statements

It may be necessary to gather and share information about individuals and their behaviour in order to investigate and manage complaints. In such circumstances only information relevant to the complaint will be shared with those involved in the complaint solving process.

In other rare and exceptional circumstances it may be necessary to share personal and sensitive information with others to avoid substantial harm or to comply with the law. These exceptions are as follows:

- Concerns that an individual is at serious risk of harming themselves or others.
- Suspicions of child abuse or the abuse of vulnerable adults
- Concerns about possible terrorist threats
- Concerns about theft, significant damage to property or other unlawful activity where it is deemed necessary to inform the police.
- To comply with a court order

## Breach of the Policy

Members, prospective members and volunteers are expected to do their utmost best to comply with this policy at all times. We also ask that they maintain confidentiality after leaving our organisation.

Minor breaches of the policy will be addressed through drawing attention to the problem behaviour and offering advice and fair warnings to the individuals concerned.

Any alleged major breach of this policy will be fully investigated under our complaint solving procedure. If a breach is found to have been intentional or reckless or malicious or has caused significant harm, then the individual(s) responsible for the breach may be barred from membership and participation in any future involvement in the North Midlands LGBT Older Peoples Group. In some cases, a malicious or other serious breach of confidentiality may be a criminal offence in which case we will fully comply with any police investigation.

Please help us to maintain a safe and welcoming space in our meetings and activities by respecting everyone's right to confidentiality.

----- End of policy -----

#### **Version History**

25/10/2023	New policy approved by OLGBT board
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