North Midlands LGBT+ Older Peoples Group
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Confidentiality Policy Updated August 2026

1. Purpose

North Midlands LGBT+ Older Peoples Group is run by and for its members. We provide a range of social activities to help relieve 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 trustees, members, volunteers, prospective members and anyone working with or on behalf of the Group.

The Board of Trustees is responsible for ensuring that this policy is followed.

2. Respecting Confidentiality

Members and others involved with the Group may share personal or sensitive information, for example:

- personal information such as names, addresses, workplaces, family connections or contact details;
- sexual orientation or gender identity;
- information about health, sex, relationships or other private matters.

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

Personal and sensitive information shared with the Group should be treated as confidential and should not normally be shared with anyone else without the individual's consent.

As a general principle, information shared during a particular conversation, meeting or activity should not be repeated to people who were not present.

In some circumstances it may be appropriate to share limited information with another trustee or volunteer where this is necessary to support the individual concerned. Only the minimum information necessary should be shared, and always with the person's best interests in mind.

Members should also respect the privacy of others when using social media. Photographs or information from Group meetings or activities should not be shared publicly without the consent of those involved.

3. Individual Support

We provide friendship, social activities and informal support to our members.

We do not provide counselling or a formal advice service. If the Group develops services of this nature in the future, this policy will be reviewed and updated to reflect the responsibilities of providing such services.

4. Record Keeping

In order to organise our activities, we keep a limited amount of personal information about members and others who engage with the Group.

We keep only the information necessary to manage membership, communications and activities. Access to this information is limited to those trustees who need it for the administration of the Group.

Our Information Governance Policy explains what information we collect, why we collect it and how it is protected.

5. Exceptions

Confidentiality is an important principle but cannot always be absolute.

It may be necessary to gather and share information about individuals and their behaviour in order to investigate and manage complaints.

In 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.
- to prevent or report serious criminal activity
- where disclosure is required by law, including compliance with a court order.

Where information must be shared, only the information necessary for the purpose should be disclosed.

Safeguarding concerns will be handled in accordance with the Safeguarding Policy.

6. Breaches of Confidentiality

Members, prospective members and volunteers must follow this policy at all times. We also ask that they maintain confidentiality after leaving our organisation.

Minor breaches of the policy will be addressed by drawing attention to the unacceptable behaviour and offering advice. Where appropriate, a fair warning may be given about the consequences of any further breaches.

Serious, deliberate or repeated breaches may be investigated under the Group's Complaints Policy and could result in the termination of membership or volunteer roles.

Where a breach may amount to a criminal offence, the Group will cooperate fully 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 of Trustees
04/08/2026	Reviewed and updated to simplify the policy, improve clarity and align with other governance policies