

Tor Support Services

Confidentiality -Client Data Policy

Introduction

This document sets out the arrangements within Tor Support Services (TSS) for the confidentiality of client data. All client information is considered confidential and we fully comply with the Data Protection Act and General Data Protection Regulation (GDPR). Information may occasionally have to be shared, in confidence, with some statutory organisations in the interests of child protection.

TSS's Responsibilities

TSS will ensure that all employees, volunteers and self-employed sessional counsellors fully understand all their responsibilities with regard to confidential data.

TSS will also ensure that arrangements are in place for the confidential disposal of any paper waste generated.

TSS will strictly apply the rules of confidentiality and will not release client information to a third party without proper valid and informed consent, unless this is within the statutory exempted categories such as in the public interest or for the protection of a child or vulnerable adult. In these cases the release of the information and the reasons for it will be individually and specifically documented and authorised by the service co-ordinator and one of the trustees.

TSS will ensure that it has GDPR compliant procedures for the deletion of electronic files.

