



Confidentiality Policy

1. Introduction

Fields Farm Nature Play & Therapy CIC is committed to maintaining the privacy, dignity, and trust of all service users, staff, volunteers, and stakeholders. This policy outlines our commitment to handling personal and sensitive information confidentially, securely, and in compliance with UK GDPR and the Data Protection Act 2018.

2. Purpose of This Policy

This policy ensures that Fields Farm Nature Play & Therapy CIC:

- Protects the privacy of all individuals connected with our organisation.
- Handles personal and sensitive information lawfully, fairly, and securely.
- Limits access to confidential information to only those who need it.
- Complies with UK GDPR and data protection regulations.

3. What Information is Confidential?

Confidential information includes but is not limited to:

- Personal details of service users, staff, volunteers, and donors (e.g., name, address, contact details).
- Health and wellbeing records (e.g., medical conditions, therapy notes, safeguarding concerns).
- Financial and business information.
- Referral and support records.
- Sensitive discussions about individuals or organisational matters.

4. Responsibilities for Maintaining Confidentiality

Staff, Volunteers & Trustees Must:

- Only access confidential information necessary for their role.
- Store and handle personal data securely (e.g., password-protected digital files, locked paper records).
- Never discuss or share confidential information outside of the organisation unless legally required.
- Report any breach of confidentiality or data protection concerns immediately.

Service Users & Visitors:

- Are entitled to privacy and confidentiality regarding their personal information.
- Should report concerns if they feel their information has been shared inappropriately.

5. When Confidentiality May Be Breached

In certain circumstances, Fields Farm Nature Play & Therapy CIC may have a legal or safeguarding duty to share information, including:

- If a person is at risk of serious harm to themselves or others.
- If required by safeguarding laws to protect a child or vulnerable adult.
- If disclosure is required by law enforcement or a court order.

In such cases, we will:

- Only share essential information with the appropriate authorities.
- Where possible, inform the individual before disclosing their information.

6. Storing & Protecting Confidential Information

To safeguard personal data, we will:

- Store digital records in password-protected systems.
- Keep paper records securely locked when not in use.
- Limit access to confidential information to authorised personnel only.
- Dispose of records securely when no longer required (shredding paper, deleting digital files).

7. Data Retention & Disposal

Personal data will be retained only as long as necessary for legal, financial, or operational purposes.

When no longer needed, information will be securely deleted or destroyed.

Data retention periods will follow GDPR guidelines and regulatory requirements.

8. Reporting a Breach of Confidentiality

If a breach occurs, staff must immediately report it to management. We will:

1. Investigate the breach to assess the risk and impact.
2. Take corrective action to contain the situation.
3. Notify affected individuals if required.
4. Report serious breaches to the Information Commissioner's Office (ICO) within 72 hours if necessary.

9. Training & Awareness

All staff and volunteers will receive confidentiality and data protection training as part of their induction.

Regular refresher training will be provided to ensure ongoing compliance.

10. Reviewing This Policy

This policy will be reviewed annually to ensure it remains up to date with legal requirements and best practices.

11. Contact Information

For further information on our confidentiality policy, please contact:

Emailing: fieldsfarmcic@hotmail.com

Calling: Charlotte – 07584045836 or Kate - 07969472087

Writing to: Directors of Fields Farm Nature Play & Therapy CIC, 1 Fields Farm, Spalding Gate, PE126UF