

Intech Centre Confidentiality Policy

- ✓ Intech Centre is registered with the Data Protection Registrar and is committed to upholding the principles of the Act.
- ✓ Any information collected from clients or staff held by Intech Centre will be confidential, accurate, up-to-date, and no more than is required to fulfil contractual obligations.
- ✓ All paper records will be stored in a locked facility with access limited to the appointed persons. Similarly electronic records will be stored on password protected servers, with access limited to nominated persons.
- ✓ In the event of paper-based records having to be transported, this will be the responsibility of an appointed person, and on no account will records be left unattended during transportation. In the case of electronic records any transfer will be made on password protected media, in the safe keeping of an appointed person.
- ✓ On no account will electronic media be transferred by post or courier.
- ✓ Where paper records have to be sent by post, these will be sent by Recorded Delivery. In the case of transfer by e-mail a 'Receipt of e-mail' should be requested.
- ✓ Staff who are involved in giving advice will respect the confidentiality of client information and will not pass any sensitive information on to another member of staff, or third party, without the express permission, in writing, of the client. An exception to this is if the client, or a third party, is put at risk by the non-disclosure of information, and in this instance Intech Centre would have an obligation to take the appropriate action. Where possible this would be with the consent of the client.
- ✓ All clients and staff have the right to request copies of any records relating to themselves, both paper-based and electronic, and request changes if the information has been recorded incorrectly.
- ✓ A written request should be made to the Centre Manager (Salih Yilmaz) who will respond within 5 working days.
- ✓ Proof of identity will be required before the release of any personal information.