

Code of Confidentiality



Care and Well-being Through Chronic Health

Confidentiality within an organisation such as CWATCH (Pembrokeshire) is of paramount importance. Many who make contact with us have never before talked with anyone concerning issues related to their health condition. It can take a great deal of courage for people to take the first step in opening up to someone. It is an immense privilege to be entrusted with such personal disclosures and it is essential that all in CWATCH (Pembrokeshire) do not abuse this trust.

It is crucial that everyone who contacts CWATCH (Pembrokeshire) is assured that whatever they share – either on a one-to-one basis with CWATCH (Pembrokeshire) voluntary workers, or in a support group or at a conference – will remain confidential. For some, even the revelation that he or she has contacted CWATCH (Pembrokeshire) may cause embarrassment or difficulties. All of us in CWATCH (Pembrokeshire) must respect this need for anonymity.

CWATCH (Pembrokeshire) voluntary workers work together closely as a team and therefore it is inevitable that personal details disclosed to one voluntary worker may be shared with others in the team. All those who are privy to such details must respect the personal and confidential nature of the information disclosed. To help us respect confidentiality we have drawn up these guidelines. We ask that all who have any connection with CWATCH (Pembrokeshire) follow them:

1. Respect the need for anonymity and do not reveal that a person is a CWATCH (Pembrokeshire) member or has contacted CWATCH (Pembrokeshire), without that person's permission.
2. Do not disclose any contact details, such as name, address, telephone number or email address of those you meet in connection with CWATCH (Pembrokeshire), without that person's permission.
3. Do not divulge any personal struggles or issues related to chronic health conditions shared in a group to anyone outside the group, even anonymously. This continues to apply even when an individual has left the group.
4. Do not copy postings on any of CWATCH (Pembrokeshire)'s email support groups to people outside the group.
5. If you are a CWATCH (Pembrokeshire) voluntary worker, treat as confidential any personal details someone shares with you when you meet with him/her on behalf of CWATCH (Pembrokeshire).

Limits of confidentiality in CWATCH (Pembrokeshire)

1. In the interests of accountability all CWATCH (Pembrokeshire) voluntary workers may share personal details of group members and those they meet in connection with CWATCH (Pembrokeshire).
2. In the course of training, a CWATCH (Pembrokeshire) voluntary worker may divulge relevant details of those they meet in connection with CWATCH (Pembrokeshire). Such disclosures must have a clear relevance for training and protect the anonymity of those concerned. Those privy to these details are bound to confidentiality.

3. In the course of the normal functioning of the organisation, CWTCH (Pembrokeshire) voluntary workers may share relevant details of those who contact CWTCH (Pembrokeshire) with other volunteers, and trustees of the organisation.
4. Information and personal details disclosed to a CWTCH (Pembrokeshire) voluntary worker may also be divulged without permission in the following circumstances:
 - If there are grounds for believing that a person is causing or will cause harm to another, or to him/herself.
 - If there are concerns regarding Child Protection.
 - When required to do so by Law.
5. As responsible citizens all CWTCH (Pembrokeshire) members must be prepared to breach confidentiality if there are concerns as listed in point 4 above.

Date policy adopted: 21st April 2013

Dates policy amended annually: 21st April 2014, 17th April 2015, 20th April 2016, 17th April 2017, 26th June 2018