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Document Owner: Thomas Stabbins

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Approved by:

- Thomas Stabbins
- James Rudge
- Jessica Carter

Introduction

This is the privacy policy of Bristol Inclusive Thrill Seekers, referenced in this document as BITS. All BITS representatives (those fulfilling organisational, leadership or facilitator roles) are bound to this policy and it is strongly recommended that all members or associates adopt the principles of this document.

BITS is committed to providing an effective service to its users. As a result of the nature of our work we will occasionally have to disclose information with the intention of improving access to/management of an adventure sport, leisure facility or similar service.

We are aware of different attitudes to disability and impairment, and acknowledge the need for flexible sensitivity when dealing with disability and impairment. BITS will only ever disclose information to protect the interests of our service users, and we will not disclose information without permission from the data subject owner.

It will not be possible to assure complete confidentiality in all cases, but in such cases the individual will be advised prior to any potential disclosure. BITS cannot be held responsible for actions of the third party once this information is disclosed.

BITS will endeavour to protect confidentiality. We define protection of confidentiality to mean no information regarding a service user which will allow their identification to be given directly or indirectly to any third party external to the BITS team without that individual's prior expressed consent to disclose.

The BITS team are required to use discretion and care when discussing matters pertaining to a service user. BITS must be diligent and do all possible to prevent indirect disclosure such as discussing confidential issues in public places.

Statistical Recording

BITS will record service use for personal records, and will endeavour to deliver statistics to third parties rather than case studies if appropriate. We are committed to the effective statistical recording to monitor service use, uptake and identify any issues arising from services and policies. We will endeavour to ensure statistical references given for reasons pertaining to sustainability will be produced in an anonymous format, to prevent unnecessary identification of service users.

Case records will be kept for teaching purposes, and with expressed written consent. For use

under any other purpose, secondary consent will be required. BITS are obliged to protect the confidentiality of these documents with due care and consideration.

When BITS agree to undertake action or any fact finding missions, the client must firstly give explicit consent, written or in another appropriate format. If the client at any point specifies nature of contact, including requesting phone calls, text messages or emails, BITS must take additional care to ensure these are always adhered to. BITS is not responsible for checking with clients that it is acceptable to contact them at a specific address. Unless otherwise specified, BITS will assume it is appropriate to use given information.

Breaching Confidentiality

We are aware that on occasion, there may be circumstances where individual workers feel they need to breach terms of pre-existing confidentiality agreements. We are aware that breaching confidentiality can lead to loss of trust, and recommend that this is avoided wherever possible. It is not always possible or safe to maintain confidentiality, but in case of a breach, we recommend the following procedure is followed.

- A BITS worker or volunteer to draw attention of those on the charity board.
- A BITS worker is to discuss the details of the case and explain the need for breaching confidentiality, alongside potential achievement. This will be documented clearly.
- Those in directed position of authority to discuss with the worker options available and set circumstances. The decision is then made whether or not to breach confidentiality. In the event of a decision to breach, the following should be acknowledged:
 - a. A BITS board member is to be briefed and will need to give approval. Confidentiality of the individual should not be breached at this stage. If approval is not given, then this is the end of the matter. If approval is given:
 - b. A report should be made, noting any action agreed.

Legislative Framework & Ensuring Policy Effectiveness

The BITS board will monitor the policy to ensure it meets relevant statutory and legal requirements. A copy of this policy will be freely available to staff and will be reviewed regularly. All those associated with the charity as a representative will be made aware of this policy.