



Company Confidentiality Policy

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Policy Brief

The purpose of this Confidentiality Policy is to lay down the principles that must be observed by all who work within Cardiff Bay Chiropractic and have access to person-identifiable information or confidential information. All staff need to be aware of their responsibilities for safeguarding confidentiality and preserving information security.

All employees working at Cardiff Bay Chiropractic are bound by a legal duty of confidence to protect personal information they may come into contact with during the course of their work. This is not just a requirement of their contractual responsibilities but also a requirement of the Data Protection Act 1998 and a requirement within The Code- Effective from 30th June 2017- Principle H, produced to maintain and protect patient information.

All employees are responsible to maintain and protect the information obtained directly or indirectly in the course of their work. Confidentiality is central to the relationship between chiropractor and patient.

The records our providers keep must be an accurate reflection of the clinical encounter and must include any factors relevant to the patient's ongoing care, including their general health. All employees must keep information about patients confidential and avoid improper disclosure of their personal information. All employees must only disclose personal information without patient consent if required by law. All providers must ensure patient records are kept up-to-date, legible, attributable and truly representative of their interaction of the patient.

Person-identifiable information is anything that contains the means to identify a person, e.g. name, address, postcode, date of birth, CBC number and must not be stored on removable media.

Confidential information within the CBC is commonly thought of as health information; however, it can also include information that is private and not public knowledge or information that an individual would not expect to be shared. It can take many forms including patient level health information, employee records, occupational health records, etc.

Information can relate to patients and staff (including temporary staff), however stored. Information may be held on paper, CD/DVD, USB sticks, computer file or printout, laptops, mobile phones, digital cameras or even heard by word of mouth.

All employees must ensure the safe storage of patient records so that they remain in good condition and are kept secure. Storage should be for at least a period relevant to the age of the patient as prescribed by law.

Scope

This policy refers to all parties (employees, job candidates, customers, suppliers etc) who provide any amount of information to us.

Policy Elements

Confidentiality Dos

- Do safeguard the confidentiality of all person-identifiable or confidential information that you come into contact with. This is a statutory obligation on everyone working on or behalf of Cardiff Bay Chiropractic.
- Do clear your desk at the end of each day, keeping all portable records containing person-identifiable or confidential information in recognised filing and storage places that are locked at times when access is not directly controlled or supervised.
- Do switch off computers with access to person-identifiable or business confidential information, or put them into a password-protected mode, if you leave your desk for any length of time.
- Do ensure that you cannot be overheard when discussing confidential matters.
- Do transfer person-identifiable or confidential information securely when necessary i.e. use of internal protected mailing systems.
- Do always seek written consent by the patient before disclosing confidential information to other providers.

Confidentiality Don'ts

- Don't share passwords or leave them lying around for others to see.
- Don't share information without the consent of the person to which the information relates, unless you are required by law.
- Don't use person-identifiable information unless absolutely necessary, anonymise the information where possible.
- Don't collect, hold or process more information than you need, and do not keep it for longer than necessary.

Actions

- To share and as a staff review the updated confidentiality policy in a whole staff meeting.
- To ensure all staff uphold confidentiality standards
- To enforce disciplinary action on any staff not following the strict policy standards.

Further reading: [The Code](#) – Effective 30th June 2017 (GCC)