

Optimi Confidentiality Policy

1. General principles

- 1.1. Optimi recognises that Trustees/Volunteers gain information about individuals and organisations during the course of their activities. In most cases such information will not be stated as confidential, and Trustees/Volunteers may have to exercise common sense and discretion in identifying whether information is expected to be confidential. This policy aims to give guidance but if in doubt, seek advice from the Chair of Trustees.
- 1.2. Trustees/Volunteers will avoid exchanging personal information or comments about individuals.
- 1.3. Talking about the private life of a Trustee/Volunteer is to be avoided unless the person in question has instigated the conversation.
- 1.4. There may be circumstances where Trustees/Volunteers would want to discuss specific situations with each other to gain a wider perspective on how to approach a problem. Where possible and appropriate, such discussion may take place with names or identifying information remaining confidential.
- 1.5. Where there is a legal duty on Optimi to disclose information, the person to whom the confidentiality is owed will be informed that disclosure has or will be made.

2. Information held

- 2.1. Optimi holds minimal information about clients, and this comprises only the contact name they have provided, together with an email address.
- 2.2. Optimi holds information about Trustees/Volunteers as required by and provided to the Charity Commission.
- 2.3. Optimi has access to details of organisations and businesses with which they routinely or occasionally work.

3. Duty to disclose information

- 3.1. Optimi has a legal duty to disclose some information including drug trafficking, money laundering or acts of terrorism which will be disclosed to the police.

4. Breach of confidentiality

- 4.1. A Trustee/Volunteer who is dissatisfied with the conduct or actions of other Trustees/Volunteers should raise this with the Chair or another Trustee if preferred. They should not discuss their dissatisfaction outside of Optimi
- 4.2. A Trustee/Volunteer breaching confidentially may be asked to resign.
- 4.3 All Trustees/Volunteers hold the right to inform the Chair or another Trustee if they believe that Optimi is being brought into disrepute by the actions of another Trustee/Volunteer.