



THORNABY TOWN COUNCIL

CONFIDENTIALITY AND DISCLOSURE POLICY

Confidentiality, external bodies and individuals

It is the responsibility of all staff working for Thornaby Town Council to protect the interest of those using the Council by not divulging confidential information outside of the Council without due authorisation. Failure to observe this instruction may result in disciplinary action.

Confidential information includes:

- Any contact details relating to any member other than those who have authorised disclosure
- Personal details of any staff member or volunteer
- Financial information, internal memos, minutes and reports unless they have been made available to the public.
- The substance of internal discussions and meetings should be regarded as confidential.

Telephone enquiries or requests for personal information may be made by legitimate organisations (e.g. Benefits Agency, HMRC). Wherever possible information requests should be made in writing. If this is not possible, information should only be disclosed when:

- a. It is established that the person making the request has legitimate right of access
- b. The business has telephoned the enquirer back going through the main switchboard of their organisation.
- c. The Line Manager (or senior manager) of the person to whom the request is directed is aware of the request



— Policy ends here —

Date of policy: [2013](#) Approving committee: [Full Council](#) Date of committee meeting: [21/10/13](#)

Reviewed: [2025](#) Approving committee: [Full Council](#) Date of Committee meeting: [24/03/25 \(FC-25-575\)](#)