



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

Procedures for Disclosure

1. Before any disclosure of information can take place, individual organisations will be invited to complete a disclosure form, which includes authorisation for Thornaby Town Council to disclose information about the organisation beyond that which is clearly in the public domain – address, telephone number etc.
2. Information that is disclosed will be limited to the information provided on the disclosure form and Thornaby Town Council will disclose information that it has been authorised to disclose on receiving specific and individual requests.

Confidentiality and Representation

There will be occasions when staff will represent Thornaby Town Council in public. All representatives will be expected to use their discretion in disclosing information about the organisation. While representatives would normally be briefed before any meeting, if there is any doubt, representatives should always err on the side of caution and consult with the relevant Councillor.

Confidentiality within the Thornaby Town Council office

Employee files will be held in a secure place. Individuals have the right to see their own files at any time, but such files should not be made available to anyone else.

During the course of the work of Thornaby Town Council it is inevitable that a considerable amount of information will be stored on computers. All employees should ensure that any information which is confidential or sensitive and which could be accessed by other staff is removed from the public documents available to all staff.

This policy will be reviewed on an annual basis

Reviewed and approved by Full Council on: 21.10.2013

Signed.....Date.....
Chairman of the Council



THORNABY TOWN COUNCIL