



Lee Hub Independent Community Library

Confidentiality Policy

1. Introduction

Respecting the privacy of the Lee Hub Independent Community Library (Lee Hub), our library members, donors, trustees, and volunteers is an important value of our charitable organisation.

2. Definition

All information concerning library members, former members, donors, trustees, volunteers and all financial data, and business records relating to Lee Hub is confidential. “Confidential” means that you are free to talk about Lee Hub and about your work as a volunteer, but you are not permitted to disclose confidential information members, trustees, donors or other volunteers have entrusted to Lee Hub in good faith. For example; it is acceptable to share the name of a trustee who is a group organiser, but not to reveal their home address.

3. The Confidentiality Policy

- It is the policy of Lee Hub that trustees and volunteers will not disclose confidential information belonging to or obtained through their affiliation with our charitable organisation to any person, including their relatives, friends, business or professional associates, unless the individual concerned, or Lee Hub has authorised the disclosure.
- However, this policy is not intended to prevent disclosure when it is required by law; for example, when following safeguarding procedures.

4. Duty Statement of Confidentiality

- Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the Chair of Board of Trustees.
- Reasonable care should be taken to ensure;
 - Neither you nor other individuals, unless authorised, are in a position where you can overhear a discussion of a confidential nature.

- Trustees and volunteers take reasonable steps to ensure privacy when meetings of a confidential nature take place.
- Documents containing confidential information must not be left in the open or inadvertently shared, either by physical or digital means
- Trustees and Volunteers may be exposed to information which is confidential and/or privileged and sensitive in nature. Such information must be kept confidential both during and after volunteer service.
- This policy is intended to protect you as well as Lee Hub because in extreme cases, breaches of this policy could result in personal liability For example, it is unlawful to use or disclosure personal information that is held in confidence.
- Volunteers, including all trustees, are expected to return materials containing privileged or confidential information at the time of expiration of service.
- Unauthorized disclosure of confidential or privileged information is a serious breach of this policy and will result in appropriate action being taken, for example, dismissal.
- No confidential information may be released without appropriate authorization. We rely on our trustees and volunteers to conform to this rule of confidentiality.
- Lee Hub expects you to respect the privacy of our library members and donors and to maintain their personal and financial information as confidential. All records dealing with specific trustees, volunteers, or library members or donors must be treated as confidential. For example, completed library membership forms.
- General information, policy statements or statistical material that is not identified with any individual, family or business is not classified as confidential. All trustees and volunteers are responsible for maintaining the confidentiality of information relating to other trustees in addition to volunteers and library members.

5. Data Protection and Confidentiality Statement

Data Protection legislation requires organisations, businesses and the government to keep personal information secure and to only use it in accordance with the data protection principles. We ensure that any personal information used by Lee Hub Independent Community Library or given to us is treated in accordance with data protection legislation. According to GDPR, the following principles must be applied to all data collected:

- **Lawfulness, fairness and transparency**

Transparency: Tell the subject what data processing will be done. Fair: What is processed must match up with how it has been described.

- **Purpose limitations**

Data can only be used for a specific processing purpose that the subject has been made aware of and no other, without further consent.

- **Data minimisation**

Data collected on a subject should be "adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed".

- **Accuracy**

Data must be "accurate and where necessary kept up to date". Baselining ensures good protection and protection against identity theft.

- **Storage limitations**

Regulator expects personal data is "kept in a form which permits identification of data subjects for no longer than necessary".

- **Integrity and confidentiality**

This requires processors to handle data "in a manner [ensuring] appropriate security of the personal data including protection against unlawful processing or accidental loss, destruction or damage".

At Lee Hub Independent Community Library we only collect information from members on the official Membership Application forms. These forms are filed in a folder in alphabetical order according to members' family name. The folder must never be left out on the counter unattended. If Volunteers have to leave the counter the folder must be put away in a lockable drawer. At the end of the day the folder must be locked in a drawer in the office and the door locked.

6. Confidentiality and Communications

Guiding principles for all Lee Hub's Communications

- Courtesy, friendliness and a spirit of helpfulness are important and guide Lee Hub Independent Community Library's dealings with all stakeholders.
- Differences of opinion should be handled privately and discreetly. Gossip and backbiting are to be avoided.
- Constructive criticism — that which will improve our work by clarifying or instructing — should be welcomed when delivered with respect and tact. Destructive criticism — that which is designed to harm our work or another person — is not to be practiced.
- The gold standard of Lee Hub is an environment free from disparaging remarks about religion, ethnicity, sexual preferences, appearance or any other non-work related matters.

Confidentiality

All information provided by an individual for the purposes of becoming a member of Lee Hub Independent Library must be kept as confidential information by front of house customer service volunteers. This information includes the member's:

- Name
- Address

- Telephone / Mobile details
- Email address
- Gender
- Date of birth
- Bank details
- Family composition

This confidential information must not be shared with any other individual or organisation without the express written permission of the member of Lee Hub Independent Community Library. Any breaches of confidentiality must be reported to the Chair of trustees, this will then be thoroughly investigated by our GDPR officer.

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Version Control

V1: Created By Christine McGrew

Date: 19 February 2022

V2: Reviewed by Christine McGrew

Date: 18 April 2024