REFUGEES WELCOME

CONFIDENTIALITY & INFORMATION SHARING

This policy sets out Refugees Welcome's policy in relation to the maintenance of confidentiality and data sharing.

All Trustees, Contractors, Advisors and Volunteers are required to abide by this policy.

The policy applies to the confidentiality of all refugee projects and families within them, volunteers, donors and any other individual or organization that has contact with the organization directly or indirectly.

[Volunteers to be referred to the Volunteer Confidentiality Agreement (VCA)]

CONFIDENTIALITY STATEMENT

Refugees Welcome recognizes the right of all individuals to confidentiality and that they have a right to expect that personal details and all facts and information about them will be stored confidentially and in line with the requirements of the law.
It also recognizes that information including racial or ethnic origin, religious beliefs, political opinions and physical and mental health fall within the Data Protection Act's definition of "sensitive data" which is subject to stricter regulation than "ordinary personal data" and where additional conditions must be met for it to be used and disclosed lawfully.

Refugees Welcome believes that the right to privacy, confidentiality and appropriate use of data are essential to ensure all individuals have full confidence in the organization and are treated with respect and dignity. It recognizes that misuse of data can be damaging and distressing and is committed to the principles of the Data Protection Act which provides individuals with protection from unwanted or harmful use of data. Information about an individual will not be divulged or passed to a third party without the individual's recorded consent, except in an emergency where there is a serious Safeguarding Issue or a serious threat to an individual family.
Refugees Welcome is registered with the Information Commissioner Office and handles all data in line with the ICO regulations. (Registration no: ZB396656)

Information Sharing Protocol

Refugees Welcome is a charity working with Refugees Resettled under Government initiatives from Syria, Afghanistan and Ukraine and with other resettled individuals/families. There is no formal contract or DATA Sharing agreement with Cheshire East Council although support is available from the Communities team on an ad hoc basis. Information is shared confidentially, if necessary, on a need-to-know basis for the benefit of refugees/evacuees with their permission.
Cheshire East will share information only with the permission of those concerned, when requesting support from Refugees Welcome for individuals and families. Information will then be shared with the relevant volunteers by the a support worker or Lead Trustee.
Information is shared with Refugees Welcome by other organizations when Refugees Welcome Support is requested on the same basis. We will seek written consent from families to hold their information and consent to work with other agencies on their behalf.

Refugees Welcome recognizes the responsibility for Safeguarding of all individuals and families in our care. When required to share information with **Cheshire East Local Safeguarding Children Board, Cheshire East Local Safeguarding Adults Board and the Safer Cheshire East Partnership** this will be done only for the benefit of the individual or family involved via the Refugees Welcome Safeguarding Lead Trustee. This applies to all work on behalf of Refugees Welcome. Information about these organizations is available on the Cheshire East Website.

All work undertaken as part of Refugees Welcome should adhere to this policy and associate government /council polices and organizations as appropriate, as a model of good practice.

All trustees, contactors, advisors and volunteers engaged in the work of Refugees Welcome are required to be made aware of the requirements set out in Refugees Welcome policies.

Information Sharing & Confidentiality

Information Sharing

The support of families requires Refugees Welcome to work with other agencies to ensure that support is delivered in a coordinated and prioritized way to best meet the needs of individuals and families. Appropriate and timely sharing of relevant information is a vital part of this work. This will ensure adults, children, young people and families get the services they require when they most need them and when they can have the most impact. This will be done with the consent of the individuals /families involved.

Refugees Welcome will share necessary information which will support the Safeguarding of all Children and Adults within Refugees Welcome projects as required by Cheshire East Local Safeguarding Children Board and Cheshire East Local Safeguarding Adults Board.

Confidentiality

Refugees Welcome will ensure that all volunteers keep personal information concerning any individuals / families disclosed to them during any volunteer contact confidential. Any disclosure of information to a third party must be in accordance with the provisions of the Data Protection Act 1998.

Refugees Welcome have an appropriate policy and procedures that recognize and maintain an individual and family's right to confidentiality.

Responsibilities of Trustees, Contractors, Advisors and Volunteers

All trustees, contractors, advisors and volunteers will sign a Confidentiality Form to confirm that they are aware they need to maintain confidentially, and that without the consent of an individual and/or family their details cannot be released to any organization, or third party involved in the delivery of the services of Refugees Welcome, except with the permission of the individual/family involved for specific purposes.

Refugees Welcome will ensure that they do not use any information which they

have obtained because of the services they provide (including, without limitation, any information relating to any individual and/or family) in any way which is inaccurate or misleading.

Record Keeping/Data Sharing

Refugees Welcome will retain the following records:

a) Financial transactions via the Treasurer and in line with the Financial Accountability Policy, for 6 years.
b) Recruitment of volunteers including references, DBS checks, interview records, any volunteer support meeting notes and training provided. These will be archived on the resignation of volunteers or after 1 year of no contact, unless the volunteer agrees to the retention of contact details in case of further need for volunteers. All information about former volunteers should be deleted after a period of 6 years
c) Volunteer activities with individuals and monthly activity monitoring forms
d) Recruitment data and volunteering data records will be held on a secure Data Storage System. These records will be used to provide anonymized data to enable Refugees Welcome to assess the effectiveness of their activities. They will not be shared with other persons or organisations unless required for a criminal investigation.
e) Policies & procedures to support the delivery of Refugees Welcome services.

Polices will be accessible to all volunteers and public in general on our Website www.refugeeswelcome.co.uk and also stored on the secure Data Storage system.

Information required by volunteers for their support roles with individuals and families will be provided by a support worker or Lead Trustee, on a need-to-know basis. Volunteers will not be given information about other individuals and families unless necessary to fulfill their role as a volunteer, to raise general issues or confidentially as part of review or training sessions.

Unauthorized Disclosure

Any other unauthorized disclosures, by a Trustee, Contractor, Advisor or Volunteer must be notified to the RW Trustee Board members as soon as possible when it comes to light that this has taken place. The Trustees will then take advice about what, if any, remedial action is required. Refugees Welcome will then implement any remedial action required. For data protection issues this will include reporting to the ICO.

Should anyone working on behalf of Refugees Welcome be approached by any person or organization, for information that is considered sensitive they should refer this to the Trustee Board immediately.

Any other approaches for general information about the work of any of the Refugees Welcome Projects will be referred to the Chair of Trustees or other Trustees for evaluation and consent for any disclosure. This **cannot** be for information pertaining to any of the individuals or families supported by Refugees Welcome

Review

This policy will be reviewed annually for currency and accuracy by the Chair of Trustees or individuals delegated by him/her. This does not prevent any changes taking place to this policy at any other time due to changes in practice or legislation.

Policy V2 March 19

Reviewed: Sept 2026

SIGNED By: N. A Campbell **DATE: 10.9.26**
[Trustee/Chair of Trustees]

POSITION in REFUGEES WELCOME: Chair of Trustees

Next Review date: Sept 2027

Key personnel:

Chair of Trustees: Nicky Campbell

There is a list of all Trustees on the 'Refugees Welcome Current Trustees' List on the Website.
www.refugeeswelcome.co.uk

To contact any Trustee please email:

refugeescheshireeast@gmail.com

and put FAO: (the name) in the subject bar

There is also information about the support worker and Trustee leads on this page.
All volunteers have this information(contact email and phone number.)

RW Designated Safeguarding Trustee: Tony Smith - awrtjjs@gmail.com