

Client Confidentiality Policy

Confidentiality is a means of providing you with safety and privacy.

- a) Staff and volunteers within Mental Health Aberdeen treat any information received from clients as confidential and as such will not be communicating to other agencies without that person's consent;
- b) Information received from clients is regarded as confidential within the organisation. It may only be shared with other staff with respect and discretion;
- c) Information received from a client will not be shared with another client;
- d) Any written information concerning a client will be stored in a secure manner according to the principles set down in the Data Protection Act 1998 with access restricted to staff and the individual concerned;
- e) Information will be recorded in a factual manner, without personal opinion or judgement;
- f) Individuals will be allowed to see any records held on them and make written comment on the information. Clients can contact the Co-ordinator/Manager to arrange a time to visit the Scheme's offices to view their file.
- g) Any client who is unhappy with the level of confidentiality is entitled to use the Complaints Procedure to pursue the matter.

Exceptional Circumstances

Exceptional circumstances may arise if the Manager, Co-ordinator or volunteer has concerns for believing that serious harm may occur to you or to other people. The Manager or Co-ordinator will try and reach a change of agreement with you (i.e. gain your permission to discuss the matter with another agency/person involved in supporting you). Failing this, they will consult with the Senior Services Manager (Aberdeenshire). The reasons for a change in agreement will be recorded and discussed with you as soon as seems appropriate after the event.



Mental Health Aberdeen