

ENSA CONFIDENTIALITY POLICY

ENSA Advice is committed to providing a confidential service to its clients. This policy will be reviewed annually and is available on ENSA Website.

Conduct of the Advice Process

1. ENSA Advice employees will not confirm a client's attendance to the service to a third party without their explicit consent to do so, except within the exception specified below. Additionally, no personal information or details of any matter you discuss with our advisers will be released to any third party.
2. ENSA Advice may contact the University, or an external organisation, and share personal information in order to progress your case as per our Privacy Policy and Terms and Conditions. Only details essential to progressing a case will be shared, and only relevant departments will be contacted. Advisers will always keep clients informed about the actions they are taking on their behalf.
3. Clients have the right to withdraw the above consent to data sharing at any time by informing us via email.
4. Where clients request that no contact be made with certain parties this will be recorded and adhered to.
5. Clients will be offered a confidential interview space online, over the phone or in person.
6. ENSA Advice employees may discuss cases between themselves but will ensure that no discussions which could identify clients take place outside of the service or its staff. All statistical recording shall be anonymous.
7. Case files including case notes, copies of correspondence and any relevant documents will be held electronically in password protected computer system. We maintain case notes and information on Blue Door, a secure online casework recording system.
8. Documentation will be kept secured for a maximum of six years after which time it will be destroyed using appropriate procedures in line with data protection legislation.
9. When leaving voice messages for clients, staff will not identify themselves as working for an advice service.

Breaching Confidentiality

ENSA Advice understands confidentiality means that no information regarding a client shall be given directly or indirectly to a third party without the client's consent except in the following circumstances:

1. Conflict of Interest - Where ENSA identifies a potential conflict of interest which necessitates informing one party that we can no longer act on their behalf this may draw attention to the fact that we are already acting on behalf of another party. In these



circumstances the compromised party will be informed of the breach and no further action will be disclosed.

2. Where required to by Act of Parliament.

3. Where required to by order of a Court of Law.

4. Where an adviser believes there to be a substantial threat to life, either of the client or another person.

Where an adviser believes that there may be a need to breach confidentiality deliberately, they should inform the client and take the necessary steps. They may raise the matter with ENSA Advice Team Leader, ENSA CEO or their Deputy.

Awareness of Policy

All members of staff ENSA Advice will be made aware of this policy through their induction and training. All ENSA Employees who may encounter confidential information will be required to be aware of the policy.

Policy Adopted March 2022

