



## **Confidentiality**

### **Why do we need this guidance?**

Unique Support for Unique People understands that information that you give us is private and confidential. Having accurate and up-to-date information about you is essential in order to deliver a service that can meet your needs and wishes. As that information is very personal, it is important that it is only shared with people who really need to know it.

### **How will this happen?**

Unique Support for Unique People keeps all the information and records it holds securely so that an unauthorised person cannot gain access.

We will ask you or your representative for permission before giving information about you to anyone else. This usually happens only when the other person or organisation needs the information in order to provide you with the care or support you require.

We will be careful not to share information about you when we are talking informally with people who are not connected to you or the service. Remaining careful not to talk about you in ways or places where we could be over heard by people who are not connected to you or the service. Information that you have given us in confidence will not be shared with your family or friends or anyone else against your wishes.

In certain very limited circumstances we may have to share information about you without your agreement. This would only be if it were essential for your safety or for the safety of others. In these circumstances we will explain to you in advance why It's necessary to do

this and what information will be provided. Unless this may put you or someone else at risk of harm. We will always record the circumstances and the information that's been passed on.

Unique Support for Unique People will give a copy of this policy upon request to you, your relatives or friends and to other professionals and organisations that work with you so that they understand when we can or cannot give them personal information.

**Policy to be reviewed January 2026**