



Confidentiality Policy

March 2026

Last review completed by:

Board of Trustees

Date of last review:

March 2026

Next review due:

March 2027

Document owner:

J Holmes

Distribution list:

Board of Trustees

1. Purpose

Both Sides Foundation recognises that trust and confidentiality are central to the relationships we build with participants, volunteers, practitioners, staff and partners.

This policy explains how we handle personal and sensitive information respectfully and responsibly, while also recognising that confidentiality may need to be broken in specific circumstances to protect individuals from harm or to meet legal obligations.

2. Scope

This policy applies to all individuals working with or on behalf of Both Sides Foundation, including trustees, staff, volunteers, practitioners, facilitators, contractors and delivery partners.

It applies to all activities delivered by the Foundation, including retreats, workshops, outreach activities, events and online engagement.

3. Our Commitment to Confidentiality

Both Sides Foundation is committed to:

- Respecting the privacy of individuals who engage with our work
- Handling personal and sensitive information with care and discretion
- Sharing information only where there is a clear and justified reason to do so
- Being transparent about the limits of confidentiality

We recognise that people may share personal experiences, thoughts or feelings during our activities, and we aim to create environments where individuals feel safe to do so.

4. What We Mean by Confidential Information

Confidential information may include:

- Personal details such as contact information
- Information shared during facilitated sessions or one-to-one conversations
- Health, wellbeing or personal circumstances
- Any information that an individual would reasonably expect to remain private

Confidentiality applies regardless of whether information is shared verbally, in writing, digitally or through observation.

5. Limits to Confidentiality

While confidentiality is respected, it is not absolute.

Information may be shared without consent where:

- There is a concern that a person may be at risk of harm
- There is a safeguarding concern involving a child or an adult at risk
- Disclosure is required by law or a court order
- Sharing information is necessary to prevent serious harm to an individual or others

Where possible and appropriate, individuals will be informed if confidentiality needs to be breached and why.

6. Information Sharing

Information will only be shared:

- On a need-to-know basis
- With appropriate internal leads (such as the Designated Safeguarding Lead)
- With external agencies or professionals where required to protect individuals or meet legal obligations

Any information sharing will be proportionate, relevant and in line with data protection legislation.

7. Responsibilities

All individuals working with or on behalf of Both Sides Foundation are responsible for:

- Maintaining confidentiality in their role
- Not discussing personal information in inappropriate settings
- Storing information securely and disposing of it safely
- Raising concerns if they are unsure whether information should be shared

If there is uncertainty about confidentiality or information sharing, advice should be sought from a senior representative of the Foundation or the Designated Safeguarding Lead.

8. Relationship to Other Policies

This policy should be read alongside the Foundation's:

- Safeguarding Policy
- Data Protection Policy
- Code of Conduct

Where there is a conflict between confidentiality and safeguarding, safeguarding takes precedence.

9. Policy Review

This policy is reviewed annually by the Board of Trustees, or sooner if required due to changes in legislation, guidance or organisational practice.

Signed

Signed

Neil Bolding

Position: Chair of Trustee

Date: March 2026

James Holmes

Position: Trustee and Governance Lead

Date: March 2026