



## **Client Confidentiality Policy and Procedures**

**March 2007**

## **1. Introduction**

Red Lemon Training Concepts Confidentiality Policy is in place to ensure the safety of all clients accessing the training solutions offered by Red Lemon Training Concepts

## **2. Confidentiality commitment**

Red Lemon Training Concepts endeavour to ensure:-

- The privacy, dignity and rights of our clients will be respected, protected and supported at all times
- All client information will be held legally and ethically confidentially
- Compliance with confidentiality best practice and the law

## **3. Confidentiality procedure**

Red Lemon Training Concepts will ensure confidentiality by :-

- Not disclosing client information to a third party with out prior consent.
- Enabling client access to their personal records held by Red Lemon Training Concepts
- All client data is controlled at all times. Any portable records are stored in a secure designated place when not directly supervised
- Red Lemon Training Concepts Team members conduct themselves professionally at all times
- Ensuring adherence to this policy and procedures by all members of Red Lemon Training Concepts team when information sharing. Failure may result in disciplinary proceedings
- Operating in accordance to current relevant legislation; The Data Protection Act 1998, The Human Rights Act 1998, common law and employment law

## **4. Confidentiality Appeals Procedures**

In the event of a Confidentiality concern, the Red Lemon Representative on site must be informed and the most appropriate action will be taken. If this course of action is deemed inappropriate by the client, Red Lemon Training Concepts Appeals procedure must be implemented.

Signed:

Date:

Director: