

Confidentiality and Data Protection Policy

Comas will ensure that all stakeholders are aware of how we use and store information and our commitment to an appropriate level of confidentiality in all our work.

Confidentiality

Our work with organisations is confidential. We will not disclose details of our work with organisations, or information we gain during our contact with organisations, without their permission.

We encourage sharing of experience and information for the mutual benefit of organisations but information will only be shared by agreement with the organisations involved.

In cases where we become concerned about legality and ethical conduct, we will first discuss this with the Board and senior staff of an organisation, unless we judge that doing so may further compromise a situation, in which case we will co-operate with governing bodies and ombudsmen (such as OSCR) if a situation cannot be resolved locally.

Confidentiality in Coaching and Individual Staff Support

Effective coaching relies on a relationship of trust between coach and client (here 'client' refers to the person being coached not the organisation commissioning the coaching). We will agree with all individuals being coached complete confidentiality, unless we become concerned about issues of the client's or others' safety.

When reporting on the outcomes of coaching to an organisation concerning a period of work with the client, we will agree the scope of the report with both the client and organisation and seek the client's agreement to the content of reports before sharing them.

All coaching discussions and information such as session notes (held in any format) are confidential and held securely.

Information

Organisations can access any information held on them by Comas at any time. Associates will hold any information gathered from organisations securely.

Any information received from organisations about their work and their finance is regarded as confidential. Comas will only share this with other parties with the permission of the organisation.

Comas will return to organisations any hard copy information (documents etc) it receives on completion of the contract, unless the organisation wishes us to keep it for our library or for reference by other organisations.

Electronic files held in relation to work with an organisation will be held securely and deleted from our system after two years.

We keep our own financial records for five years and these will refer to any financial transactions between alliance and the organisation. These files are also confidential but are open to scrutiny by auditors etc.