



**MooreHaven Centre**  
O'Brien Street  
Tipperary Town  
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# MooreHaven Centre

## Confidentiality Policy

APPROVED BY	Edward Power- HR
APPROVAL DATE	October 2022
REVISION DATE	As necessary



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## **Confidentiality Policy**

### **Objective**

The purpose of the Confidentiality Policy is to provide staff, volunteers and service users within the Company with an understanding of confidentiality and clear guidelines regarding handling of confidential information.

This policy should be read in conjunction with our document for people on work experience to gain consent to access confidential service users' files.

### **Responsibility**

The ongoing review of the Policy rests with the General Manager and the day to day implementation lies with the Centre management and staff.

### **Policy Details**

MooreHaven Centre will treat as confidential all personal information about an individual, whether obtained directly, indirectly or by inference.

### **Rationale**

To protect the service user's right to confidentiality and privacy.

### **Definition**

Confidentiality is the right of an individual to have his/her personal information kept private.

### **How is confidentiality protected?**

- By MooreHaven Centre using secure information systems.
- By MooreHaven Centre keeping safe all correspondence, personal information, records and case files.
- By MooreHaven Centre not disclosing information about a service user unless that person agrees to it.

In the following circumstances, MooreHaven Centre may have to break confidentiality:

- If there is a serious or real concern that abuse has occurred or may occur.
- If we have concerns that the service user is a threat to themselves or others.



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- If we are required to do so by law.

### **Wrongful Disclosure**

Wrongful disclosure can occur in at least two ways. It can be by either act or omission. The first would be where confidential information is deliberately passed on to a third party. The second would be where confidential information is disclosed to a third party through negligence. Wrongful disclosure will be considered as an act of insubordination and will result in disciplinary action. A serious breach of confidentiality will fall under serious misconduct which may result in dismissal without notice.



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## **The MooreHaven Centre Confidentiality Agreement**

I have read and understand the content of The MooreHaven Centre Confidentiality Policy and I agree to act in accordance with the Confidentiality Policy.

I am aware that information that:-

- a. Is or has been obtained during, or in the course of my involvement, or has otherwise been acquired in trust due to involvement with the organisation,
- b. Relates particularly to the Company's business, service users' or that of other persons or bodies with whom we have dealings of any sort, and
- c. Has not been made public by, or with our authority,

Is confidential, and (save in the course of our business or as required by law) an employee/volunteer/FAS employee or a person on a work placement shall not at any time, whether before, during or after the end of their involvement, disclose such information in any form to any person without our written consent.

I agree to exercise care to keep safe all documentary or other material containing confidential information, and at the time of end of my involvement with The MooreHaven Centre, or at any other time upon demand, return to the Company any such material in my possession.

I agree not to disclose any information held by the organisation and not to independently make available to a third party without the individual's written consent and permission from Management.

I realise that a breach of confidentiality is considered an act of insubordination and is subject to disciplinary action.

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Employee Signature