

Nairn Beach Wheelchairs

Confidentiality Policy



Last reviewed on 20/07/26

1. All our members are required to sign the NBW Confidentiality Policy to confirm they accept their responsibilities regarding Confidentiality and Data Protection.
2. 'Confidential' means that personal information held by NBW about both clients and its members is only ever shared on a 'need to know' basis.
3. Where personal information is held in a written format, it will be held securely in a locked cabinet in the Beach Cabin. After the information has been used for its intended purpose, the information will be destroyed.
4. The Beach Cabin filing-cabinet will be locked at all times and the key held in a key safe within the cabin. Only Beach Wheelchair volunteers will be issued with the code to the key safe. The code should never be shared with anyone else and the code should be changed each season.
5. Client booking forms will be held securely by NBW for safeguarding purposes and for monthly statistics. No personal information identifying a client is extracted from the forms. The statistics inform our staffing, advertising and fundraising for the following year.
6. To facilitate bookings, confidential client information (usually name and phone number) will be shared with relevant members and also entered in the diary. Only basic information remains in the diary after this and on booking forms which are held securely by NBW.
7. Where NBW volunteers have chosen to provide emergency contacts and/or personal medical information this will be held securely in the locked cabinet in an Emergency Contact folder. This information can be accessed and used in an emergency situation. This information will not be held in any other way.
8. NBW members' application forms are held while they are working with the charity as this form includes a Criminal Record declaration. The application forms will be held in a locked safe in the home of a nominated committee member who will be the sole person with access to the safe.
9. Once references have been taken up and shared with the NBW Chair, the outcome will be noted on the application form (successful/unsuccessful) and the references then deleted/destroyed.
10. During Cabin opening times, the Cabin diary sits on the desk where it is used. At the close of day the diary and any completed booking forms will be placed in the locked cabinet.
11. Any oral exchange of information relating to the business of NBW will only take place in the workplace or at a closed meeting and not in a public place. No member of the group should make comment on social media or any other platform at any time during or after their membership, in relation to the business of NBW, its clients or members.