Confidentiality Policy

BRITISH ASSOCIATION FOR PERFORMING ARTS MEDICINE

CARING FOR PERFORMERS' HEALTH

Category	Policy
Summary	This document outlines BAPAM's policy for maintaining confidentiality within all operations and services.
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Approval date/ via	Medical Committee; Board
Distribution	BAPAM clinicians e-mail & online forum Staff e-mail and meetings Public website
Related documents	*Clinicians Agreement* *Confidentiality: Visitors Agreement* *Employee Handbook* *Information Governance policies* *Patient Contract*
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Amendment Log			
Amendment date	**Version**	**Additions or Alterations**	**Initials**
Feb-2026	2.1.1	Interim update pending comprehensive review Clarification of BAPAM's regulatory status and obligations, including CQC and SEQOHS statuses.	FR

Confidentiality Policy & Principles

BRITISH ASSOCIATION FOR PERFORMING ARTS MEDICINE

CARING FOR PERFORMERS' HEALTH

This document outlines BAPAM's policy for maintaining confidentiality within all operations and services.

Further details on procedures are provided in BAPAM's *Data Protection* policy and additional policies as indicated.

1. Background and General Principles

Confidentiality is an essential principle of the service BAPAM provides to patients.

BAPAM also respects the confidentiality of its supporters and donors, its staff and volunteers and the professionals it works alongside.

Confidentiality means that BAPAM restricts access to information about individuals. It defines who needs access, to which information, for which purposes, and takes steps to ensure that those boundaries are respected. All staff and volunteers are informed by the Director and Office Clinics Manager which information they may access and for which purpose(s), and are individually responsible for respecting this. As far as reasonably possible, information held at BAPAM is presented in such as way as to minimise the likelihood of people seeing more information than they need to.

Confidential information is shared with organisations and individuals outside BAPAM only with consent of the individual concerned or in specific exceptional circumstances.

2. Patients & Other service users

All patients are told that BAPAM's services are confidential at an early stage in their contact with BAPAM. A summary of BAPAM's approach to confidentiality is made available to patients in the *Patient Contract.*

Patient information (contact details, correspondence, medical records, images) whether electronic or on paper, is accessible only by staff, clinicians and volunteers who are involved in service delivery and others who have been specifically authorised by the Director. All computerised records at BAPAM are stored on an in-house, electronic database. Data can only be accessed by authorised, London-based staff using computers that are password protected.

Personal information about patients may be disclosed with the consent of the individual concerned.

BAPAM works with patients to gain their consent whenever possible when a disclosure appears appropriate, for example a referral to another healthcare professional (see *Patient Contract* and *Access to Medical Records* policy) or the taking of photographs for teaching purposes (see *Audio Visual Recording* policy).

Disclosure without consent may only take place after authorisation by the Director (in consultation with the Honorary Medical Director where necessary) in the following cases:

- where there is a court order, a statutory duty or it is necessary to protect third parties;

- in order to safeguard children or young people;
- in emergency situations, to protect adults;
- where required by law.

In all these cases, the information in the disclosure, the reasons for the disclosure, and the recipient(s) are documented. Where possible the individual is informed that the disclosure is to be made, unless there is a good reason for not doing so.

(More details on procedures are provided in the following policies: *Access to Medical Records; Data Protection; Public Interest Disclosures*; *Complaints;* and *Incidents*).

Where a disclosure is to be made (with or without consent), the identity of the person to whom the disclosure is made must be verified.

Patients are not identified in any BAPAM publications or on the website without their consent.

Any contact with patients for a reason other than service delivery (such as *Research*) takes place only after the Director has confirmed that it is appropriate on that occasion.

Occasionally, healthcare professionals and students to attend BAPAM clinics to observe patient consultations as part of their training and professional development. Attendance is authorised and organised by the Clinics Manager. In all cases, patients are informed and their consent received in advance. They are assured that declining involvement will not affect their care, and that they can withdraw consent at any point during the consultation. Observers are also required to sign a Code of Confidentiality.

No live, patient consultations are recorded for demonstration or training purposes (see *Audio-visual recording* policy).

All BAPAM staff and volunteers who have access to confidential patient or other service user information are given guidance and training at appropriate intervals on confidentiality, and must adhere to requirements outlined in the *Staff Handbook* or *Code of Confidentiality.*

Any member of staff or volunteer who inadvertently breaches confidentiality or who becomes aware of a breach is required to report it as soon as possible to the Director in line with BAPAM's *Public Interest Disclosures* and *Incidents* policies.

3. Other service users, donors and supporters

Details of BAPAM training and education participants, donors and supporters are held on a database with restricted access as per our patient information.

Financial information about participants, donors and supporters is held and processed only by BAPAM administrative staff. No other personnel are given access to this information.

Marketing contact with patients takes place only after the Clinics Manger and Development Officer have confirmed that such contact is appropriate.

4. Staff, volunteers and trustees

Staff, volunteer and trustee records are confidential and shared only on a need to know basis. This includes reasons for absence and other sensitive data.

The primary personnel record is held by the Director for staff and Trustees and by the Clinics Manager for volunteers and clinical workforce.

BAPAM treats incoming references as open (i.e. available to subject access) unless a referee specifically asks to submit a confidential reference.

BAPAM provides outgoing references, for future employment, financial status, etc, only with the consent of the individual concerned, and on an open basis.

5. Breach of policy

BAPAM takes appropriate security measures to prevent unauthorised people from gaining access to its computer systems and other information, and to protect data in transit. These are detailed in a separate set of policies and procedures.

Deliberate unauthorised access by any member of staff is treated as a disciplinary matter and potentially as gross misconduct. Deliberate unauthorised access by volunteers is treated equally seriously.

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