



Confidentiality Policy and Procedure

The TMSA holds all personal information under strict legal and ethical obligations of confidentiality. We will not use or disclose information that is given to us in confidence in a form that might identify any individual without his or her consent. The same principle applies to staff records.

Membership (individual and affiliate) and supplier information is used :-

- to maintain our records
- to provide members with requested services
- to maintain our accounts
- for billing
- to enable us to answer your enquiries
- for verifying your identity for security purposes
- for marketing our services and products

Information which does not identify any individual may be used in a general way by us to provide information relating to demographics or usage of a particular service.

At any time members and staff have the right to access their personal files, including paper and electronic files. To better safeguard this information, we will also take reasonable steps to verify a member's identity before granting access or making corrections to information.

All staff have a statutory obligation to safeguard the confidentiality of personal information. The relevant legislation includes the Data Protection Act 1998, the Human Rights Act 1998, common law and employment law.

To ensure the confidentiality of records, staff and volunteers must:-

- make sure that they protect personal information about members, suppliers and colleagues against improper disclosure at all times.
- not leave material containing personal data, either on paper or on computer screen, where it can be seen by unauthorised staff or volunteers.
- keep all portable records containing personal data in recognised filing and storage places. This storage should be locked at times when access is not directly controlled or supervised.
- switch off computers with access to client information, or put them into a password-protected mode, when you are not working on them.