

Privacy, confidentiality and information sharing

Privacy

(See also the section on keys, locks, security and staff entering properties.)

▶▶ You have a legal right as a tenant to privacy in your home, as well as a moral right to privacy which Foundation Housing are committed to maintain.

▶▶ If you feel that your privacy has been disturbed unnecessarily, then **COMPLAIN**. (See section on Complaints.)

Confidentiality

▶▶ Foundation Housing has a Confidentiality Policy. Ask your worker to let you see it.

▶▶ In a nutshell it explains that information about you will not be disclosed to anyone outside Foundation Housing without your consent – unless there is a risk to you or others, or a crime has been committed which we have an obligation to pass on.

▶▶ This means we will not normally talk to anyone else about you or give out your address to anyone without your permission – this includes your family and friends.



Drawing: Stephen Brittain, Wakefield.

Information Sharing

▶▶ In some cases Foundation Housing are working in partnership with another agency, maybe Social Services, Probation or the Health Service for example. In this case there may be arrangements with our partners about information sharing – i.e from us to them and them to us.

▶▶ If this is the case, you will be informed which agencies we have an information sharing arrangement with.

▶▶ We may occasionally have to provide information to the Police if they ask us to help them with a serious crime investigation.

▶▶ For a Guide to Drugs and Foundation Housing ask your worker.

If in doubt
...ask!

If you're not satisfied
...tell us!

If you're mistreated
...complain!