

GALAXY STAFFING POLICIES & PROCEDURES

CONFIDENTIALITY

Validated	01 August 2026
Scope	This policy applies to all communication and information, whether verbal or written which is not in the public domain. It contains information and guidance from legislation and from relevant bodies that all staff are expected to adhere to including: • Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 • Data Protection Act (2018) • Human Rights Act (1998) • Other relevant guidance • Managers should check guidance from relevant bodies on a regular basis to ensure they are up-to-date with the latest information about confidentiality and will amend this policy accordingly. Staff are expected to adhere to this legislation through implementation of the policy.
Purpose	To outline the information and guidance for staff to follow on managing comments and complaints to the service.
Procedure Owner	Galaxy Staffing Ltd.
Last review date	01 August 2026
Next review date	31 July 2027
Review Frequency	Annually
Authorisation	Ramesh Poudel
Signature	

Policy

- Galaxy Staffing respects the privacy of all service users we support and recognises that individuals are different in the way they live their lives. Staff are bound by our confidentiality policy. Any staff member who has access to privileged information enters an obligation to keep such information confidential during and after employment with Galaxy Staffing. This also means not using confidential information for illegitimate purposes.
- Staff will not divulge to third parties matters confidential to Galaxy Staffing, our clients or the service users we support (whether or not covered by this policy) without written explicit



authorisation from both Galaxy Staffing, the clients and the service users we support, with clear explanations of why the information needs to be shared.

- Where it is agreed to share information, this will only be shared with others on a need-to-know basis.
- Where we discover an actual or potential breach of this policy, we will act quickly with the clients and the service users we support to seek appropriate redress to prevent further damage to the service user or Galaxy Staffing's reputation. Make sure you cross reference this policy with our GDPR policy as regards to any breaches.
- Staff who divulge confidential information to third parties about our clients and the service users we support will be held personally liable for any legal action taken against them by the service user.
- Except where otherwise agreed, all material, data, information etc. collected during the course of the staff member's employment will remain in the possession of Galaxy Staffing.

