

## **Disclaimer**

Although every effort has been made to provide accurate information on these pages, neither Work Permit Centre nor any of its employees make any warranty, expressed or implied, or assume any legal liability or responsibility for the accuracy or completeness of any information contained on this site. The content of this site is for general information purposes only. It does not constitute professional advice (legal or otherwise) nor should it be used as such. We cannot accept responsibility for actions based on the material contained herein. Any personal data transmitted through our site may be stored on our databases. Work Permit Centre cannot be held responsible for the contents of any pages referenced by an external link. Reference herein to any company does not necessarily constitute or imply its endorsement, recommendation or favouring by Work Permit Centre or any of its employees.

## **Client Confidentiality Policy**

Work Permit Centre is committed to providing a confidential advice service. All users of the service have the right to confidentiality to protect their interests. Assuring confidentiality is necessary to maintain the credibility of the service.

Subject to what follows, no information regarding an advice-service user (client) shall be given directly or indirectly to any third party who is not a Work Permit Centre staff member, without the client's expressed consent to the disclosure of such information. No information will be given to any external agency without the client's expressed consent unless the provision of such information is required by law. The manager or in his/her absence his/her deputy may, however, decide that information should be disclosed without consent if in their judgement there is a risk of immediate physical danger to the client or others.

Work Permit Centre recognises that information may need to be shared when staff members discuss cases. Staff are expected to ensure that such discussions take place in an appropriate environment – and not normally outside the office, except where seeking additional advice from an external adviser.

Where Work Permit Centre is committed to the statistical recordings of advice service use to enable it to monitor the demand for the service and to identify any practical or policy issues related to advice services. It is the responsibility of that staff member to ensure that all statistical records given to third parties are produced in an anonymous form, so that individuals cannot be recognised.

**Work Permit Centre**

17 Essa Road, Saltash, Cornwall, PL12 4ED

T: 01752 849103

F: 01752 849153

E: [post@workpermitcentre.com](mailto:post@workpermitcentre.com)

W: [www.workpermitcentre.com](http://www.workpermitcentre.com)



It is the responsibility of the advice service staff to ensure that all individual case records are locked securely at the end of each working day. This includes note books, copies of correspondence and any other sources of information; it is also their responsibility to ensure that all computer records are held secure and appropriately protected.

If staff members wish to contact or correspond with clients, they are responsible for confirming that it is acceptable to call or write to them at home or work in relation to their case. All staff must ensure they make no reference to the purpose of the call when making telephone contact through third parties. All details of expressed consent must be recorded on the case file.