



## Premier Road Carriers Limited *Confidentiality Policy*

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Date:	12.09.2023	12.09.2023	12.09.2023



## ***Confidentiality Policy***

**Premier Road Carriers Limited**, hereinafter referred to as "the Organisation," is devoted to provide its users with a confidential service. Without the user's express agreement, no information provided to the Organisation will be shared with any other organisation or individual.

For the purposes of this policy, confidentiality refers to the transmission of personal, sensitive, or identifiable information about individuals or organisations (confidential information) that the Organisation obtains as a result of its activities.

The organisation collects personal information about its employees, users, and members, which will be used only for the purposes for which it was collected and will not be given to anybody outside the organisation without prior permission.

All personal data will be dealt with sensitively and in the strictest confidence internally and externally.

### **Purpose**

The Confidentiality Policy's objective is to ensure that all staff, members, volunteers, and users understand the Organization's requirements for the sharing of personal data and private information.

### **Principles**

- All personal paper-based and electronic data must be stored in compliance with the Data Protection Act 2018 and protected from unauthorised access, accidental disclosure, loss, or destruction.
- All personal paper-based and electronic data must be accessible only to those individuals who have been granted access.

### **Statistical Recording**

The Organisation is committed to keeping accurate statistical records of how its services are used in order to monitor usage and performance.

All statistical records provided to third parties, such as to support grant applications or monitoring reports for the local government, must be created anonymously, so that individuals cannot be identified.

### **Records**

All documents are maintained in secure filing cabinets. All information about service users will be stored in lockable drawers. This includes notes, copies of communications, and any other information sources.

### **Breaches of Confidentiality**

The Organisation recognises that occasions may arise where individual workers feel they need to breach confidentiality. Confidential or sensitive information relating to an individual may be divulged where there is risk of danger to the individual, a volunteer or employee, or the public at large, or where it is against the law to withhold it. In these circumstances, information may be divulged to external agencies e.g. police or social services on a need to know basis.

If a worker believes confidentiality has been violated, the following procedures will be taken:

- The employee should promptly notify their Reporting Manager of the situation.
- The worker must examine the issues in the case with the Reporting Manager and explain why they believe confidentiality should be violated and what would be gained by doing so. This discussion should be documented in writing by the Reporting Manager.
- It is the Reporting Manager's responsibility to discuss with the employee what options are available in each set of circumstances.



- The Reporting Manager is responsible for deciding whether or not confidentiality should be violated. If the Reporting Manager decides that confidentiality must be violated, the following measures should be taken.

In the first instance, the Reporting Manager should contact the Chair or Vice Chair of the Executive Committee. The Manager should brief the Chair/Vice Chair on the complete facts of the situation while maintaining confidentiality. The Reporting Manager should request permission from the Chair/Vice Chair to breach confidentiality.

If the Chair/Vice Chair agrees to violate confidentiality, a thorough written report on the case should be prepared, and any agreed-upon action should be carried out. The Reporting Manager is in charge of ensuring that all actions are carried out.

If the Chair/Vice Chair does not consent to violate confidentiality, this is the Organisation Name's ultimate decision.

### Legislative Framework

The Organisation shall monitor this policy to ensure that it complies with statutory and legal requirements, such as the Factory Act of 1948 and other applicable Indian legislation. These aspects will be covered during policy training.

### Ensuring the Effectiveness of the Policy

The confidentiality policy will be distributed to all members of the Executive Committee. Existing and new employees will be educated on the confidentiality policy through induction and training. The policy will be reviewed annually, with changes submitted and approved by the Executive Committee.

### Non-adherence

Breaches of this policy will be dealt with under the Grievance and/or Disciplinary procedures as appropriate.

### Document Management Information

Version No.	Version date	Author	Reviewed By	Approved By	Changes
0.0	01.08.2023	Ms. Archana Gogri	Mr. Yashu Gupta	Mr. Yashu Gupta	Draft
1.0	12.09.2023	Ms. Archana Gogri	Mr. Yashu Gupta	Mr. Yashu Gupta	Initial Document