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Confidentiality Policy

Introduction:

At We Care 24x7 Ltd, we recognize the importance of maintaining the confidentiality of sensitive information to protect the interests of our clients, healthcare professionals, and our organization. This Confidentiality Policy outlines the principles and practices that guide the handling and protection of confidential information.

I. Definition of Confidential Information:

1. Client Information:

- All information related to our clients, including names, contact details, business strategies, and any proprietary information provided by the client, is considered confidential.

2. Healthcare Professional Information:

- Personal information, qualifications, work history, and any other details related to healthcare professionals registered with We Care 24x7 Ltd are treated as confidential.

3. Internal Business Information:

- Internal business strategies, financial information, marketing plans, and any other proprietary information related to the operations of We Care 24x7 Ltd are considered confidential.

II. Access to Confidential Information:

4. Need-to-Know Basis:

- Access to confidential information is restricted to employees who have a legitimate business need to access such information in order to perform their job responsibilities.

5. Third-Party Access:

- Third parties, including subcontractors, vendors, and partners, may only be granted access to confidential information when necessary for the fulfillment of their contractual obligations, and they must adhere to the same confidentiality standards as our employees.

III. Handling and Storage of Confidential Information:

6. Secure Handling:

- Confidential information must be handled with care and stored securely. Physical documents must be kept in locked cabinets, and electronic files must be password-protected.

7. Data Encryption:

- When transmitting confidential information electronically, encryption methods must be used to safeguard the information during transmission.

8. Disposal:

- When confidential information is no longer needed, it must be disposed of in a secure manner, either through shredding physical documents or permanently deleting electronic files.

IV. Confidentiality Agreements:

9. Client and Healthcare Professional Agreements:

- Clients and healthcare professionals entering into agreements with We Care 24x7 Ltd will be required to sign confidentiality agreements outlining the terms and conditions of information protection.

V. Reporting Breaches and Incidents:

10. Reporting Obligations:

- Any employee who becomes aware of a breach of confidentiality or a security incident must report it immediately to their supervisor or the designated point of contact within the organization.

11. Investigation and Remediation:

- We Care 24x7 Ltd will promptly investigate reported breaches or incidents, take appropriate remedial action, and implement measures to prevent future occurrences.

VI. Confidentiality Training:

12. Training Programs:

- All employees will undergo training programs to raise awareness about the importance of confidentiality, the handling of confidential information, and the consequences of breaches.

VII. Compliance with Laws and Regulations:

13. Legal Compliance:

- We Care 24x7 Ltd is committed to complying with all applicable laws and regulations related to the protection of confidential information, including data protection and privacy laws.

Conclusion:

This Confidentiality Policy reflects We Care 24x7 Ltd's commitment to safeguarding the confidentiality of information entrusted to us. Adherence to these principles is essential for maintaining the trust of our clients, healthcare professionals, and the success of our organization.