

Data Privacy and Safeguarding Agreement for Public Contributors V2.0

Public Contributor Data Privacy and Safeguarding Agreement

This agreement applies to all public contributors involved with the activities of Clinical Research Network North Thames (CRN NT). This includes all activities associated with CRN NT at its main office and all Partner Organisations.

Data privacy and confidentiality

Confidential information accessible to public contributors could take many forms and could include personal information about individuals or sensitive business information about the organisations you are involved with.

Your staff contact will tell you what information you can access and tell you if any information is confidential. You should always ask your staff contact if you are not sure about the confidentiality of any information you have access to.

As a public contributor,

DO:

- Only access the information that your staff contact has given you access to. If working in a hospital or other health setting, please note that it is illegal to look up confidential information about patients which you do not have a need to access.
- Inform your staff contact immediately if you believe you have been given access to sensitive confidential information in error or believe that a member of staff has breached good practice or the law by sharing information with you that they shouldn't have e.g. patient records.

DON'T:

- Share confidential information in emails. If you need to send confidential information for any reason, you must speak to your staff contact about this.
- Take copies in any format e.g. removal of originals, photocopies, images on phone of any confidential information.
- Share, in any shape or form, including on social media, to any other member of staff, patient or member(s) of the public, confidential information that you have been given access to as a public contributor. Exceptions are where information is being discussed with relevant staff as part of formal information sharing or where the information has made you concerned about the safety or

wellbeing of an individual. In these cases you must inform your staff contact of your concerns immediately.

- Remove any personal information relating to either patients or members of the public or staff or any sensitive information from the confines of the LCRN or any Partner Organisations you are volunteering in as a public contributor.
- Leave confidential information lying around unattended or place paper containing confidential information in the bin. It must be shredded or disposed of as 'confidential waste'.

Safeguarding

CRN NT is committed to the safeguarding of all children, young people and vulnerable adults we work with. All employees and volunteers have a duty of care and a responsibility to safeguard and promote the welfare of children and vulnerable adults. There are a range of ways that a public contributor may become aware of information about an individual that indicates they may be at risk of harm. For example: a patient or member of public disclosing something in a conversation with a public contributor; a carer or relative disclosing something about an individual; a public contributor witnessing behaviour that makes them concerned.

As a public contributor,

DO:

- Inform your staff contact immediately if you believe that a child or adult is at immediate risk of harm
- React calmly and neutrally if a patient or member of the public discloses anything that makes you concerned about their safety and wellbeing. Explain you are concerned and that you need to tell your supervisor so that you can help them get support
- Make a written record of any concerns you have raised with your staff contact about a patient or member of the public as soon as possible after you got the information. Try and write exactly what you were told or saw, and record what actions you took and why i.e. talking your staff contact. Don't include your own opinions in your written record.
- Immediately telling your staff contact if you act in a way or say something that you feel could be misinterpreted by a patient or member of the public as inappropriate

- Respect everyone equally, regardless of sex, gender identity, race and ethnicity, age, disability, health status, socio economic status or any other factor

DON'T:

- Promise a patient or member of the public that you will keep a secret for them. If someone asks to share something privately with you, you should explain that as a public contributor you are required to share anything someone tells you with your staff contact, if what you are told makes you worried about their safety and wellbeing.
- Meet privately with any other patient or the public- you should meet with individuals only through visits to groups or through public methods like a stall at an event.
- Share photographs or video of patients and the public at events you attend as a public contributor online, including on your personal social media, unless individuals have given you their permission.

Safeguarding and Community Champions

CRN North Thames, Queen Mary University of London and Barts Health NHS Trust are not responsible for receiving or dealing with safeguarding issues and concerns that are not directly related to the work that community champions are carrying out. This is the responsibility of the community organisation that Community Champions are affiliated with through the CRN North Thames 'Research Ready Community Champions' programme.

Community Champions should follow the safeguarding policy of their local community groups/ organisations and should escalate matters of safeguarding to their designated safeguarding lead (DSL). Community champions should ask their community organisations for their safeguarding policies and be aware of who the designated safeguarding lead is. This is the person who holds the main responsibility for responding to and reporting safeguarding concerns appropriately and legally. They might also take a lead in talking to members and training volunteers about the group's safeguarding practices. If anyone in the group notices any signs of abuse or neglect in another person, they should bring these concerns to the safeguarding lead.

The DSL should be informed of PPIE work and projects, and confirm that they will respond should a safeguarding concern arise within these projects. Where safeguarding concerns are identified, they should be reported to the designated safeguarding lead immediately. A record of the safeguarding concern and actions taken should be kept in a secure file, in line with the organisation's safeguarding recording process. The DSL is responsible for taking further action once concerns

have been raised with them. Throughout the process, the safeguarding lead should record all the information they are given, the actions they take, and why.

By signing below, you confirm you have read the above information and agree to follow the guidelines. You also confirm you understand that breaches of confidentiality or safeguarding that occur as a result of your actions may result in your role ending or being changed.

Full name:

Signature:

Date: