

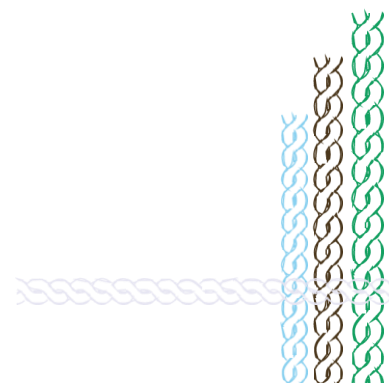
Confidentiality Policy

Policy No: 004/2017

ABSTRACT

At eBASE Africa we seek to improve livelihoods through the use of innovation and best practices for underserved populations. We aspire to do this in an environment where all sensitive information relevant to our organisation and partners are guarded with confidentiality.

eBASE Africa



Person Responsible	FR BERNADINE NSOM, BOARD LIAISON FOR ETHICS
Register of Systems	POLICIES AND PROCEDURES

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Introduction

The organisation Effective Basic Services (herein referred to as eBASE Africa) values confidentiality and privacy for information that is sensitive to our work or that of our partners. This may be related to work that is in progress which is not ready for public sharing or information that may contain personal information of clients, partners or staff. Information management systems rely on any necessary restrictions on the free circulation of information being respected by those into whose hands the information is entrusted.

eBASE Africa considers information in this document to include documents, data, statistic, media or messages shared as soft copies, hard copies or by word of mouth or writing that contain or can convey materials related we do.

The confidentiality officer for eBASE Africa is Fr Bernadine Nsom, Board Liaison for ethics.

Purposes

The purpose of this eBASE Africa confidentiality policy is to provide a framework for eBASE Africa in dealing with confidentiality considerations.

Aims

eBASE Africa collects and administers a range of information for a variety of purposes. Some of this information is restricted in its circulation for research, commercial, privacy, or ethical reasons.

eBASE Africa will place the minimum of restrictions on the information it holds, but will ensure that such restrictions as are considered necessary are observed by its staff and volunteers.

eBASE Africa will make use of user accounts and passwords on its intranet (including DropBox, Box, One Drive, Google Drive and local intranet) to ensure access to information is only for its destined audience.

Responsibilities

eBASE Africa's Team Lead and Board Liaison for ethics are responsible for the implementation of this policy.

eBASE Africa's Team Lead is responsible for reviewing this policy as and when the need arises.

All employees are responsible for observing confidentiality procedures in their workplace.

Processes

The records management processes of the organisation shall incorporate procedures for designating information confidential.

Restriction

eBASE Africa will place restrictions on the information it holds when the information:



- Unpublished research work from eBASE Africa or those shared with eBASE Africa by partners in confidence
- is commercial in confidence;
- concerns the privacy of its staff, volunteers, clients or customers;
- requires protection to safeguard the intellectual property of the organisation and its partners;
- mutually agreed with partners or collaborators to be kept confidential.

Staff dealing with restricted material will be instructed in the recognition of material falling under these headings.

Identification

Any information on which restrictions have been placed shall be as far as possible clearly identified on the document or file. Where categories of information, rather than individual documents, are restricted this restriction will be conveyed to staff and volunteers dealing with this information.

Protection

Staff of the organisation, and volunteers dealing with restricted information, shall be required to sign a confidentiality agreement (see [Appendix A](#))

Training

All staff will be instructed in the requirements of this policy.

Actions

What to do if you suspect a breach in confidentiality

- Report to your immediate line manager or to the team lead or to the board liaison for ethics as need maybe. If for example breach is done by immediate line manager proceed to report to TL; if breach is by TL proceed to Board Liaison for ethics.
- Document the incident
- Ensure the organisation develops a learning process from the incident

What not to do if you suspect a breach in confidentiality

- Bypass hierarchy
- Take law into your hands
- Stay quiet about it
- Discuss the matter with someone who is not competent authority
- Start discussions with partners without due clearance from management

Related Documents

- [Privacy Policy](#)
- Records Management Policy



APPENDIX A

Confidentiality Agreement

I agree to hold confidential all information that eBASE Africa has placed restrictions on, and to release it to persons outside the organisation only when authorised by the organisation and subject to any conditions set by the organisation.

I undertake to:

- 1) Access information held by the organisation only when necessary to the performance of my assigned duties;
- 2) Make copies of restricted information only when necessary to the performance of my assigned duties;
- 3) Oversee the storage and handling of restricted information to minimise the risk of its diversion into unauthorised channels;
- 4) Take reasonable care to properly secure confidential information on my computer and will take steps to ensure that others cannot view or access such information;
- 5) Not disclose my personal password(s) to anyone without the express written permission of my department head, or record or post it in an accessible location, and will refrain from performing any tasks using another's password; and
- 6) Notify my supervisor if I have reason to believe that my access codes and passwords have been compromised.

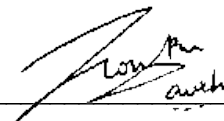
Signed _____

Date _____



This policy was adopted by eBASE Africa on 3rd April 2017

Signed on behalf of the Board of Trustees by:

Signature  _____
DR PATRICK MBAH OKWEN

The policy has been reviewed by the Board of Trustees on:

Date 03.04.2017

