



# Heroes Centre LTD

## **Confidentiality**

### **POLICY**

### **March 2024**

**POLICY CREATED BY MR. S. GHALIB**

# Confidentiality Policy

## 1. Introduction

Heroes Centre Limited is committed to maintaining the confidentiality of all sensitive information related to its operations, staff, students, and clients. This Confidentiality Policy outlines the principles and guidelines to be followed by all employees, contractors, volunteers, and stakeholders associated with Heroes Centre Limited.

## 2. Scope

This policy applies to all forms of sensitive information, including but not limited to personal data, financial records, academic records, intellectual property, and any other proprietary information obtained or generated in the course of conducting business at Heroes Centre Limited.

## 3. Principles

**Confidentiality Obligation:** All individuals associated with Heroes Centre Limited must respect and maintain the confidentiality of sensitive information at all times.

**Need-to-Know Basis:** Access to sensitive information shall be granted only to those individuals who require it to perform their duties or responsibilities.

**Non-disclosure Agreement:** Employees, contractors, volunteers, and stakeholders may be required to sign a non-disclosure agreement (NDA) outlining their obligations regarding confidentiality.

**Data Protection:** All sensitive information shall be handled in accordance with relevant data protection laws and regulations, including but not limited to the General Data Protection Regulation (GDPR).

**Security Measures:** Appropriate security measures shall be implemented to safeguard sensitive information from unauthorized access, disclosure, alteration, or destruction.

**Training and Awareness:** Regular training sessions and awareness programs shall be conducted to educate employees, contractors, volunteers, and stakeholders about the importance of confidentiality and their responsibilities in maintaining it.

## 4. Responsibilities

**Management:** The management team is responsible for establishing and enforcing confidentiality policies and procedures, as well as providing necessary resources and support to ensure compliance.

**Employees, Contractors, and Volunteers:** It is the responsibility of all employees, contractors, and volunteers to adhere to this Confidentiality Policy and report any breaches or concerns to the appropriate authorities.

**Stakeholders:** External stakeholders, including clients, suppliers, and partners, are expected to respect the confidentiality of information shared with them in the course of business dealings with Heroes Centre Limited.

## 5. Confidentiality Measures

**Access Control:** Access to sensitive information shall be restricted based on the principle of least privilege, ensuring that individuals only have access to the information necessary for their roles.

**Encryption:** Where applicable, sensitive information shall be encrypted both in transit and at rest to prevent unauthorized interception or access.

**Physical Security:** Physical access to areas where sensitive information is stored shall be restricted through measures such as keycard access and surveillance cameras.

**Secure Disposal:** Sensitive information shall be securely disposed of when no longer needed, following proper procedures for shredding or electronic wiping.

## 6. Breach Notification

In the event of a suspected or confirmed breach of confidentiality, Heroes Centre Limited shall promptly investigate the matter and take appropriate actions to mitigate the impact of the breach. Affected individuals shall be notified as required by law or contractual obligations.

## 7. Compliance and Enforcement

Non-compliance with this Confidentiality Policy may result in disciplinary action, up to and including termination of employment or contract. Heroes Centre Limited reserves the right to pursue legal remedies for breaches of confidentiality that result in harm or damages.

## 8. Review and Revision

This Confidentiality Policy shall be reviewed periodically to ensure its effectiveness and relevance. Any updates or revisions shall be communicated to all relevant parties and incorporated into ongoing training and awareness efforts.

## 9. Contact Information

For inquiries or concerns regarding confidentiality or the handling of sensitive information at Heroes Centre Limited, please contact 01922 322411

## 10. Approval

This Confidentiality Policy has been approved and adopted by the management team of Heroes Centre Limited.