

## Secure Handling of Disclosure Information Policy

### Background

All organisations are required by the Code of Practice to have a secure handling policy in place to detail how disclosure information will be handled, used, stored and destroyed/deleted. With a new way to view disclosure information from 10 June 2024, organisations need to consider how to handle disclosure information provided in up to 4 different ways.

- Online results
- Paper disclosures
- Telephone results (only available for organisations who are not able to receive or securely store paper certificates)
- Emailed disclosures (these will no longer be issued but storage of previously issued email disclosures still needs to be considered and detailed in the policy)

From 10 June 2024, the majority of the disclosures issued will be online results and email disclosures will no longer be issued. When the applicant receives their copy of the disclosure, they will then need to approve our organisation's access to the information. In most cases, the applicant will give our organisation digital access to view online results. This means a link will be sent to the email address provided on the online application request form, to allow our organisation to view the online result.

There may also be circumstances where Disclosure Scotland need to issue a paper copy of the disclosure. When they receive a paper disclosure for our organisation, they will either send this to us by post or provide the information as a telephone result.

As we will no longer have a copy of the disclosure where online results have been issued to us, keeping an accurate tracking record of the disclosures our organisation has requested and received will be essential. We will need to record whether we received an online view, email copy, a paper copy or a telephone result. We will also need to keep accurate records showing if the email or paper copies have been destroyed or stored so that we know if we need to destroy/delete the disclosure when applicants move out of regulated work with our organisation. Disclosures will be recorded on the KCFC Disclosure Tracking Form – maintained by the KCFC Safeguarding Lead.

**The purpose of this policy** is to provide guidance and instruction on how to appropriately handle disclosures for those who will have access to them and to provide assurance to Volunteer Scotland Disclosure Services and our staff and volunteers that their disclosure information will be handled, used, stored and destroyed appropriately and in accordance with the Disclosure Scotland Code of Practice.

For the purpose of this policy, PVG Scheme Records, PVG Short Scheme Records, Standard disclosures and Enhanced disclosures will be referred to as disclosures.

This policy is for organisations enrolled with Volunteer Scotland Disclosure Services to access disclosures for the purpose of assessing individual's suitability for paid and/or voluntary work.

In accordance with the Scottish Government Code of Practice, for registered persons and other recipients of disclosure information, we will ensure the following practice.

### **Requesting Disclosures**

Disclosures will only be requested when necessary and relevant to a particular post and the information provided on a disclosure will only be used for recruitment purposes.

Our organisation will ensure that an individual's consent is given before seeking a disclosure. Before using disclosure information for any other purpose, we will seek their consent and will take advice from VSDS to ensure it is appropriate to use the disclosure for a purpose other than recruitment. Furthermore, we will ensure that all sensitive personal information that is collated for the purposes of obtaining a disclosure will be always managed confidentially by those involved in the disclosure process.

We will not request disclosure information for other organisations without first discussing the appropriate process and receiving approval for this from VSDS.

### **Sharing Information**

We will only share disclosure information with those authorised to see it in the course of their duties.

## **Storage**

Disclosure information will be stored in secure conditions as follows:-

- **Online Results**

A note will be taken of any vetting information which needs to be reviewed. Access to disclosure information will be restricted to those that are entitled to see it in the course of their duties. When receiving an online result, it is essential that we record the information required for our Disclosure Tracking Record.

No photocopy or other image of the disclosure information will be retained.

- **Paper Disclosures**

Paper documents will be kept in lockable and non-portable storage units. Access to disclosure information will be restricted to those that are entitled to see it in the course of their duties.

No photocopy or other image of the disclosure information will be retained.

- **Telephone Results**

When receiving disclosure information by telephone, VSDS staff will only convey information detailed in disclosures accessed by our organisation to our enrolled signatories once they have correctly answered the relevant security questions.

VSDS does not keep a record of any information contained on the disclosure. When receiving a telephone result, it is essential that we record the information required for our Disclosure Tracking Record.

- **Emailed Certificates**

VSDS ceased emailing disclosures on 10 June 2024, this section is only required for organisations that received disclosures by email and stored those email disclosures.

Access to email disclosures will be restricted to those who are entitled to see it in the course of their duties.

No photocopy or other image of the disclosure information will be retained.

- **Record Keeping**

It is our organisation's responsibility to keep accurate information about disclosures we have accessed. The following information will be recorded on our Disclosure Tracking Record:

- Name of Applicant
- Date of Birth
- Level of Disclosure
- Position applied for
- Signatory
- Date Posted/requested online
- Date Processed (application requests only)
- T Reference Number
- Date disclosure issued
- Certificate/Disclosure Number
- PVG Membership Number
- Date Destroyed/Deleted
- Recruitment Decision and date

We will not record whether there was any vetting information as the Code of Practice prohibits this. .

## **Retention**

We will not retain disclosures for longer than is necessary for the purpose for which the disclosure record was obtained. PVG disclosures will be destroyed securely on receipt of an updated PVG disclosure, and they will not be retained beyond the last day that a scheme member is carrying out regulated work for our organisation.

## **Destruction/Deletion**

We will take reasonable steps to ensure that disclosure information is destroyed by suitable and secure means. Electronic images from email certificates will also be deleted permanently from both the email address where it was received and from where it is stored.

We will ensure that all staff with access to disclosure information are aware of this policy and have received training and support to help them to comply with both this policy and the code of practice. A copy of this policy will be made available to any applicant, member of staff or volunteer who requests it.

## **Lost Disclosures**

If we lose a physical or emailed copy of a disclosure or any other record of disclosure information, we will notify the scheme member(s) affected, VSDS and the Information Commissioners Office.

## **Code of Practice**

Further instructions and guidance on secure handling of disclosure information can be found in sections 17 to 23 of the Code of Practice and 71 to 100 of the Annex to the Code of Practice.