



Rescue Benevolent Fund

Our Confidentiality Policy in summary

1: What we mean by 'confidential'

All information concerning applicants to the Rescue Benevolent Fund is considered to be confidential, which means that the trustees and regional ambassadors/representatives are free to talk about the Fund, but not permitted to disclose applicants' names or talk about them in ways that might identify them.

Our claimants rely on this rule of confidentiality and no information is released without appropriate authorisation by the trustees.

Due to the high profile nature of some incidents, both the applicant and the incident connected to their claim may already be publicly known due to media reporting and the applicant's mountain or cave rescue team connections. However, any information submitted is still treated as confidential — as far as this is possible.

We expect the trustees and reps to respect the personal and financial confidentiality of our applicants. All records dealing with specific clients are treated as confidential but general information, policy statements or statistical material that is not identified with any individual or family is not classified as confidential.

The trustees and reps are also responsible for maintaining the confidentiality of information relating to other trustees and reps and failure to maintain confidentiality may result in termination of the role, with immediate effect, at the discretion of the trustees.

2: Trustee confidentiality

Each trustee must sign the Declaration of Trust on appointment. In order to fully assess a claim, trustees are privy to any information supplied by an applicant including the completed application form and supporting documents. These include any relevant medical and health assessments, details of previous or ongoing treatments relevant to the claim, any psychological assessments and also other insurance or benevolence claims related to the application. These may also include details of the applicant's assets, income and expenditure.

We reserve the right to contact the team official who has countersigned the application form, to request further information and discuss details relevant to the claim, and to contact any other organisations — including the Department of Work and Pensions,

hospitals and GPs — to request further information and discuss details relevant to the claim. We may also disclose details of a claim to other charities and similar organisations for the purpose of securing additional funding for the application (eg. The Fire Fighters' Charity and the Police Treatment Centres). Throughout the process, any information remains confidential and, beyond the other organisations and individuals already mentioned, we do not share details of a claim without the written permission of the applicant.

Hard copies of relevant documents are kept on file, along with any invoices and emails relevant to the claim.

3: Regional representative confidentiality

The trustees make the final decision about any application but, from time to time, the regional 'reps' may be asked to review and make recommendations to the trustees. As such, they are privy to confidential information. We have developed a process to ensure we maintain the highest level of anonymity for the claimant where possible, whilst acknowledging that in higher profile media-exposed incidents, this anonymity may be difficult to protect.

When a claim is discussed in a face-to-face meeting of trustees and reps, any information provided as hard copy to the reps is redacted of any identifying details such as gender, name, home address, region and team of the claimant, and any other details which may identify the applicant — and these are handed out at the beginning of the meeting. The reps are free to make marks on any such papers while discussing the claim but all documents, papers and notes are returned to the Secretary at the end of the meeting and subsequently destroyed.

If an application is to be discussed at a conference call meeting, the reps are not supplied with any documentation. The Chairman provides a verbal summary of the application omitting identifying details and a version of this summary may also be available at the Chairman's discretion, if a case is particularly complex.

Prior to the trustees disclosing any details of an individual case, the reps will be required to sign a confidentiality agreement.

For the mountain and cave rescue family in need

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The Rescue Benevolent Fund is a registered charity: Number 1152798.