

Confidentiality Policy

Challenge Manager aim to establish a working relationship based on mutual trust and a commitment to maintaining the confidentiality of our client organisations; to this effect we will treat as confidential any documents that are shared with us, including but not restricted to:

Business Plans & Objectives	Strategy Documents
Meeting Minutes	Reports & Reviews
Audit Or Survey Results	Staff Satisfaction Surveys
Quality Manuals	Staff Handbooks
Company Policies and Procedures	Memos, Letters Or Staff Instructions
Personnel Files	Disciplinary or Grievance Records
Training Plans	Training Needs Analysis
Employee Appraisals	Personal Development Plans

We only request that a client organisation shares such information with us when it will be beneficial to the HR consultancy, learning event or development programme we are or will be providing.

We comply with the Data Protection Act in maintaining the confidentiality of our clients' contact details and only hold information that is current and relevant. We ensure that confidential papers are locked away or secured by passwords if received electronically. We do not share customer details with third parties. We are registered with the Information Commissioner as required by the Data Protection Act.

We commit to maintaining the confidentiality of all delegates attending an event or training programme co-ordinated, facilitated or run by Challenge Manager or any of our associates.

To this effect, we agree to provide client organisations with feedback that gives a progress overview of the delegates attending a training programme and about the wider issues that arise from any such programme.

We will not give specific feedback about any training delegate or report on their views unless they have first given their permission for us to speak on their behalf. We will, however, encourage participants to discuss their learning with their colleagues and / or manager as part of the development process.

In exception to the above statement, we will inform the client organisation of any matters reported to us or witnessed by us that have implications for health and safety, company security or matters of a criminal or illegal nature.

If any delegate has cause to complain about the conduct of any of the Challenge Manager team, or one of our associates, they should raise the matter with Challenge Manager, and inform their own HR Manager so that the matter can be resolved quickly and to the satisfaction of all parties.

Excellence for People in Business