

## Explaining Confidentiality Policies

**Task 1:** Listening for the main ideas.



1. What are they discussing?

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**Task 2:** Listening for details.

1. Where are the files kept?

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2. How are the files protected?

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3. What does she do with the key when the day is done?

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4. What is the policy on taking files home?

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5. What is the policy on taking files out of the room?

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6. What is the policy on sharing client information with other staff?

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7. What is the policy on sharing client information with other organizations?

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## Explaining Confidentiality Policies

A: This is where we keep the \_\_\_\_\_ files. This filing \_\_\_\_\_ should be \_\_\_\_\_ locked and secured at all \_\_\_\_\_.

B: What \_\_\_\_\_ I do if I want to \_\_\_\_\_ a file?

A: You will be \_\_\_\_\_ a key for the cabinet.

B: Do I \_\_\_\_\_ the key home with me at the \_\_\_\_\_ of the day?

A: That's right. You are \_\_\_\_\_ for the key. When at work, you are \_\_\_\_\_ to keep it on your \_\_\_\_\_. You can't \_\_\_\_\_ it lying \_\_\_\_\_ for someone else to use. The \_\_\_\_\_ goes for the client files. You can't leave those lying around \_\_\_\_\_.

B: So if I'm not \_\_\_\_\_ a file, I have to \_\_\_\_\_ it to the cabinet.

A: \_\_\_\_\_. Client confidentiality is \_\_\_\_\_ important. We are required to \_\_\_\_\_ our clients' personal \_\_\_\_\_.

B: What \_\_\_\_\_ I want to take a client's file home to do some \_\_\_\_\_?

A: That's not \_\_\_\_\_. You are not \_\_\_\_\_ to take client files home ever. In \_\_\_\_\_, taking files out of this room is strictly \_\_\_\_\_.

B: Can I \_\_\_\_\_ client information with people who \_\_\_\_\_ here?

A: Yeah, sharing client information with other \_\_\_\_\_ is allowed, but as a \_\_\_\_\_ rule, we only share information when it is \_\_\_\_\_. Under no \_\_\_\_\_ can you share client information with another \_\_\_\_\_ without the client's \_\_\_\_\_ written \_\_\_\_\_.

## **Explaining Confidentiality Policies**

A: This is where we keep the client files. This filing cabinet should be kept locked and secured at all times.

B: What should I do if I want to access a file?

A: You will be given a key for the cabinet.

B: Do I take the key home with me at the end of the day?

A: That's right. You are responsible for the key. When at work, you are required to keep it on your person. You can't leave it lying around for someone else to use. The same goes for the client files. You can't leave those lying around either.

B: So if I'm not using a file, I have to return it to the cabinet.

A: Correct. Client confidentiality is extremely important. We are required to protect our clients' personal information.

B: What if I want to take a client's file home to do some work?

A: That's not permitted. You are not allowed to take client files home ever. In fact, taking files out of this room is strictly prohibited.

B: Can I share client information with people who work here?

A: Yeah, sharing client information with other staff is allowed, but as a general rule, we only share information when it is necessary. Under no circumstances can you share client information with another organization without the client's prior written consent.