

Confidentiality Policy

The Service Dogs Malta Foundation has a firm policy to respect the privacy of all persons who apply for or receive a service dog. This policy applies to all employees and volunteers of the organisation.

All written records regarding these persons must be maintained in a locked filing cabinet except when being reviewed or supplemented by an authorized person. This requirement applies specifically to, but is not limited to, applications for a service dog, which include extensive private information and applications to become a puppy raiser. Access to these records is limited solely to a purpose directly related to the provision of a service dog or the post of puppy raiser. Access is limited to the programme's staff and employees or volunteers as and when necessary.

Except for the same limited purpose Service Dogs Malta Foundation employees and volunteers are instructed not to disclose any private information to third parties about persons applying for or who have received a service dog or persons applying to become puppy raisers.

For the purposes of this policy, the fact that a person has been accepted as an applicant for a service dog, is involved in team training, or has received a service dog is not private information. Similarly, the fact that a person involved in team training or a person who has received a service dog is a person with a disability is not private information.

Service Dogs Malta Foundation employees and volunteers are instructed not to disclose any private information that they may have about a person applying for or who has received a service dog to anyone else except as authorized above or unless that person has indicated that they have no objection to the disclosure of that information.

A copy of this policy will be provided to all applicants and graduates and to all employees and volunteers.