



Privacy Policy
Safeguarding Policy
Health & Safety Policy
Editorial Policy

Updated 3rd April 2024

Infosound is an independent charity, registered in England and Wales (no. 1142082) and in Scotland (no. SC039929). Infosound's Constitution states that the charity's objects are "to serve the needs of any person resident in the United Kingdom who is blind (severely sight-impaired) or partially-sighted (sight-impaired) or labouring under some temporary or permanent incapacity or disability which makes reading print material inaccessible to them, by the provision of information in audio and other accessible formats."

Infosound Privacy Policy

Introduction

Infosound produces and distributes free and impartial information, in audio, about living with sight loss for the benefit of blind and partially-sighted (severely sight-impaired and sight-impaired) people in Great Britain. We also advise and support other organisations and individuals to do the same through remote training sessions and informal advice sessions. Infosound does not have members; no one joins Infosound.

Because of this, we rarely interact with, or contact, members of the public and only interact with others within the vision impairment sector or other professionals or volunteers in connection with our support services.

Policy

There are only three reasons why we might hold personal data about someone on record for a while; and this would usually be their name and/or their postal address and/or their telephone number and/or their email address.

- If we receive a donation, unless instructed otherwise, we always write to acknowledge receipt and to thank the donor. We would keep a record of the donation as well as the donor's details; but, apart from (where applicable)

reclaiming Gift Aid through HMRC, we would never share any of this information with a third party.

- In the day-to-day working of the charity, we naturally receive emails, letters and phone calls. Any data contained within these communications is retained by Infosound; but we would never share any of this data with a third party.
- Infosound does not track or save individual listener information for any of the audio information services we provide. We can only monitor overall listener numbers and activity and this anonymous data is considered safe to share with interested parties, should it be requested.

Infosound is registered with the Information Commissioner's Office (registration reference ZA048969) under the General Data Protection Regulation (GDPR), which came into force on 25th May, 2018. Prior to that, Infosound registered under the data Protect Act on 29th March 2014.

Should anyone want to ask a specific question about our use and storage of personal data, we may be emailed at info@infosound.org.uk and our address is: [PO Box 20, Brighton BN2 7XX](#).

The charity's current Data Protection Registration Certificate, as issued by the Information Commissioner's Office is shown below:

Data Protection Registration Certificate

INFOSOUND

INFOSOUND
PO Box 20
ROTTINGDEAN
BRIGHTON
BN2 7XX

Registration reference: ZA048969
Date registered: 29 March 2014
Registration expires: 28 March 2025



Issued by: Information Commissioner's Office,
Wyldife House, Water Lane, Wilmslow, Cheshire
SK9 5AF
Telephone: 0303 123 1113
Website: ico.org.uk

This privacy policy should be:

- reviewed and agreed by the trustees at least once a year and updated, or amended, as appropriate in the interim.
 - be promoted to all volunteers and employees and, as necessary, to other contractors or those working with the charity.
 - be made available for the public to read at any time on the charity's web site.
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Infosound Safeguarding Policy



Introduction

The purpose of this policy is to protect everyone, including vulnerable adults, from any harm that may be caused whilst working at, or as a direct result of listening to, information produced and distributed by Infosound for blind and partially-sighted people in Great Britain.

This policy lays out the commitments of the charity Infosound and it is produced to inform all trustees, volunteers and employees of Infosound of their responsibilities in relation to safeguarding themselves and the public.

Background

Because of the age demographic of vision-impairment in Great Britain, it is considerably more likely that Infosound will be heard, or contacted, by adults rather than children. These adults are deemed to be “vulnerable” by dint of their disability of vision-impairment (blindness or partial sight) and this is the listening audience Infosound directly serves. However, it is realised that other disabilities can sometimes accompany blindness (severe sight-impairment) or partial-sight (sight-impairment).

It is also recognised that “vulnerable” adults may work or volunteer for the charities, organisations or businesses with which we interact when offering technical and production advice and training.

Since Infosound has no premises of its own, staff and volunteers generally work from home or they may congregate, in very small numbers, at someone's home. Trustee meetings are also held in a domestic environment. Significantly, because Infosound is, essentially, a “broadcaster” of audio content, it is extremely unlikely that any member of the charity would come into direct physical contact with a member of the vision-impaired public or the charities, organisations or businesses we serve; although phone conversations may be had with them. Additionally, no member of the public or representative of a charity, organisation or business would ever visit the private home of a staff member or volunteer.

However, it is recognised that Infosound has a safeguarding responsibility in editorial and advice-giving terms and that it needs to robustly manage the nature of the content it broadcasts or distributes and the advice it offers.

Policy

- 1. Ultimate responsibility for safeguarding rests with Infosound's trustees, under the direction of its Chair. There is a nominated and named Safeguarding Officer, to whom any concerns should be reported immediately. This person is trustee Marian Myers. Both the Chair of Trustees and the charity's Safeguarding Officer may be contacted simultaneously by emailing safeguarding@infosound.org.uk. Both may also be reached via the charity's phone number: 03000 111 555.**
- 2. All suspicions or allegations of abuse against, or concerns regarding, any other person, whether within the charity, another organisation or amongst the public, will be taken seriously and dealt with immediately and appropriately.**
- 3. All volunteers and employees of Infosound must be encouraged to recognise, respond and report anything untoward, whether or not it is directly connected with the charity's work. This means that if a trustee, volunteer or employee sees something that gives them cause for concern then, if appropriate, they should intervene and report it to the Safeguarding Officer. The nominated Safeguarding Officer must then immediately:**
 - a. bring this to the attention of all charity trustees, should it refer to something within the charity, or**
 - b. notify a relevant organisation, charity, authority or statutory agency, should it be observed outside the charity, in another organisation or within the general public.**

Nothing should be ignored.

- 4. Special care should be taken when dealing with blind and partially-sighted members of the public over the phone or elsewhere, especially in regard to not giving advice about best practice on daily living or vision-impairment issues. At all times vision-impaired people should be encouraged to only seek advice and support from professional specialists in the field of ophthalmology and/or well-established and responsible charities set up to support those who live with sight loss.**
- 5. Any information broadcast or distributed by Infosound, whatever the source, must adhere to the charity's editorial remit to, at all times, be fair, accurate, objective and impartial and not to encourage a listener to take a course of action that would cause them any harm, including financial harm. This also applies to any charity, organisation or business to which we offer advice or support. These considerations overlap with the charity's GDPR responsibilities when it comes to maintaining listeners' and other individuals' privacy and identity, including revealing, albeit unintentionally, someone's home address and other personal contact information according to their wishes. Compliance**

with this is the responsibility of the charity's Managing Editor.

This safeguarding policy should be:

- reviewed and agreed by the trustees at least once a year and updated, or amended, as appropriate in the interim.
 - be promoted to all volunteers and employees and, as necessary, to other contractors or those working with the charity.
 - be made available for the public to read at any time on the charity's web site.
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Infosound Health & Safety Policy



Introduction

Infosound is committed to ensuring the safety of its employees, volunteers, members of the public and anyone else who might be affected by its operations.

The purpose of this policy is to protect all Infosound trustees, employees and volunteers from any harm that may be caused whilst working for the charity. By implication, this protection extends to any member of the public and others working within the vision-impairment sector on the rare occasion that Infosound staff or volunteer activities are taken outside the workplace, for example to meetings, exhibitions and conferences.

This policy lays out the commitments of the charity Infosound and it is produced to inform all trustees, volunteers and employees of Infosound of their responsibilities in relation to their own safety, health and wellbeing, as well as that of the public.

Background

Health and Safety policy is generally addressed under the following headings:

- Risk Assessments
- Manual Handling Assessments
- COSHH Assessments
- Fire Risk Assessments
- First Aid Arrangements
- Emergency Procedures
- Accident Reporting and Investigation

- Welfare
- Equipment Inspections & Records
- Health surveillance

Since Infosound has no premises of its own, staff and volunteers generally work from home or they may congregate, in very small numbers, at someone's home. Trustee meetings are also held in a domestic environment.

Significantly, because Infosound is, essentially, a "broadcaster" of audio content, it is extremely unlikely that any member of the charity would come into direct physical contact with a member of the vision-impaired public we serve or with others within the vision-impairment sector.

However, the trustees remain vigilant at all times and aware of the possibility of any of the above areas of health and safety concern having the ability to cause harm. As such, they will always address any potential hazard or unsafe practices efficiently and effectively, should any potential threat be identified to anyone working or volunteering for Infosound or to anyone outside the charity who may have direct dealings with Infosound staff or volunteers in the course of their work for the charity.

Policy

1. Ultimate responsibility for all health and safety issues rests with Infosound's trustees, under the direction of its Chair. There is a nominated and named Health and Safety Officer, to whom any concerns should be reported immediately. This person is Managing Editor Rowland Myers. Both the Chair of Trustees and the charity's Health and Safety Officer may be contacted simultaneously by emailing healthandsafety@infosound.org.uk. Both may also be reached via the charity's phone number: 03000 111 555.

A key element of this policy is that the nominated Health and Safety Officer and the Chair of Trustees (or if unavailable another trustee) must, at all times, be able to discuss any health and safety concern or issue and efficiently implement a remedial course of action to contain the immediate situation and to repeat any re-occurrence. Nothing should be ignored.

2. All volunteers and employees of Infosound must be encouraged to recognise, respond and report any equipment or working practice, whether or not it is directly connected with the charity's work. This means that if a trustee, volunteer or employee sees something that gives them cause for concern then, if appropriate, they should intervene and report it to the Health and Safety Officer. The nominated Health and Safety Officer must then immediately:
 - a. make sure any unsafe activity is ceased immediately, remove all personnel from any potentially unsafe situation or equipment and bring the situation to

the attention of all charity trustees, should it refer to something within the charity, or

- b. notify a relevant organisation, charity, authority or statutory agency, should it be observed outside the charity, in another organisation or within the general public.
3. Special care should be taken when dealing with blind and partially-sighted members of the public. Safe guiding techniques should be known by all members of Infosound who might have cause to meet anyone who lives with sight loss so they can be removed from any potential danger efficiently and respectfully.
 4. Any information broadcast or distributed by Infosound, whatever the source, must adhere to the charity's editorial remit to, at all times, be fair, accurate, objective and impartial and not to encourage a listener to take a course of action that could cause them any harm.
Compliance with this is the responsibility of the charity's Managing Editor.

This health and safety policy should be:

- reviewed and agreed by the trustees at least once a year and updated, or amended, as appropriate in the interim.
- be promoted to all volunteers and employees and, as necessary, to other contractors or those working with the charity.
- be made available for the public to read at any time on the charity's web site.

Infosound Editorial Policy



Introduction

In keeping with our Safeguarding Policy, Infosound takes its editorial responsibilities very seriously. We are aware that whatever we broadcast could be interpreted as an endorsement or encouragement for a particular course of action, be that making a purchase, taking advantage of a support service or joining a social or leisure/sporting group, for example. We therefore endeavour, at all times, to make sure we remain as neutral a conduit of information as is possible.

Policy


- Our provision of news and information should be regarded as a public service, requiring no membership to obtain its access.
- No charge should ever be made to vision-impaired (blind and partially-sighted) people for any of our news or information services.

- At all times, we aim to be impartial, objective and fair in our editorial representation of all subjects we feature.
- We promote no opinion of our own.
- We may not necessarily align with comments or opinions expressed within the audio material we produce.
- We do not benefit in any way by featuring news and information about providers of goods or services or by reflecting the opinions of those interviewed.
- The content, style and editorial integrity of all material produced by us is not influenced by those providing funding, goods or services to the charity.

Infosound Privacy Policy, Safeguarding Policy, Health & Safety Policy and Editorial Policy Review and Adoption

Infosound's Privacy, Safeguarding, Health & Safety and Editorial Policies have been reviewed and agreed by Infosound's trustees and they are hereby adopted by the charity until otherwise amended.

Signed



(Andrew Hindell, Chair of Trustees)

Date

03/04/2024