

Ethics Communication - January – 2024



Q: What is Confidentiality in Ethics

A: Confidentiality refers to the duty to protect privileged information and to share entrusted information responsibly. It stems from the notion that a person's wishes, decisions, and personal information should be treated with respect. The duty of confidentiality can apply to Individuals, Organizations, and Institutions.

Q: Why Confidentiality is important at workplace?

A: Confidentiality in the workplace is rule number one in the book of business etiquette. Not only are you showing your customers, clients and employees a level of common courtesy by protecting the data, but you are also fulfilling your legal responsibility to prevent sensitive information from being leaked.

Q: What is Breach of Confidentiality?

A: A breach of confidentiality occurs when information given in confidence is disclosed to a third party without consent. Confidentiality breaches refer to unauthorized access, use or disclosure of proprietary or confidential information of the Company by any employee directly or indirectly. Such breaches be either accidental or intentional and may lead to the security or integrity being compromised.

A Breach of confidentiality in the Company occurs when sensitive, private, or proprietary information that is supposed to be kept secret, often protected by agreements or laws, is disclosed by an employee without consent or authorization of person who is owner of the confidential information.

Following are three main types of confidential information:

- Trade secrets
- Proprietary information
- Personal information

Following are the few examples of Breach of Confidentiality:

- An email containing confidential information is shared to the wrong person
- An employee discussing his employer's affairs with someone outside of his organization
- A device containing confidential information is lost or stolen and accessed by someone without authority
- Disclosing confidential information without proper authorization
- Improper disposal of confidential information
- Assisting an unauthorized user to gain access to secure information
- An employee talks about confidential information somewhere they can be overheard



Q: What are the consequences of Breach of Confidentiality?

A: Where confidentiality is breached, an individual or a business could suffer loss or damage which may lead to financial losses, damage to reputation or legal damage to the Company.



You should report about such Breach of Confidentiality in following manner:

In case you are an employee by login to the website (SGC and ethicsline link) or by an email to ethicsline@gfl.co.in

In case you are any Stakeholder by email to ethicsline@gfl.co.in

Please note that Employee and Stakeholder Grievance or Concern will be directed to the Chief Ethics Officer without disclosing their identity.