

CONFIDENTIALITY POLICY (for Parents and Carers)

Basic Principles:

At the SEND Information, Advice and Support Service (SENDiass) we understand that you need to know that:

- ✦ We respect your right to privacy
- ✦ You can speak to us, email us, or write to us, in complete confidence
- ✦ You can contact us directly without being referred by anyone else
- ✦ No-one outside our service will know that you have contacted us
- ✦ Children and young people have the legal right to our support without the consent or knowledge of their parents and, if requested, we will appoint separate case workers for a child or young person and their parent or carers
- ✦ We will never communicate with anyone outside of SENDiass about your contact with us unless you give your permission for us to do so; in these circumstances we will always request your verbal consent before speaking to anyone
- ✦ The only time we would share information with other agencies without your permission would be if we become aware that a child or young person or someone else may be at risk of serious harm or we are legally required to do so by the police or courts

What happens when I contact SENDiass?

- We will explain our Confidentiality Policy to you when you first make contact with us.
- You can refer yourself to our service; you do not need to tell anyone else.
- We will not tell anyone outside of our service that you have been in touch; you can talk to us over the phone or email us privately.
- We will ask you for your contact details so that we can open a confidential file for you.
- We will still give you information, advice and support even if you don't want to tell us your details.
- We will be the only people who can see your SENDiass file. All files are stored in a locked filing cabinet and only our staff members have a key.

- We will not tell anyone about what is in these files without your permission.
- Where you have given permission or have asked us to share information with someone outside of SENDiass we will make a note on your Registration Form of the name of that person and the date you gave us your permission.
- We will ensure that our database is password protected, and that only SENDiass staff and volunteers know the password
- We have a responsibility to keep your information confidential in line with the rules of the Data Protection Act 2018.

The only time we will share any information about you without your permission is when we must do so as part of the laws on safeguarding and child protection.