

# Bracknell Forest Information, Advice & Support Service (IASS) Confidentiality Policy



## **Introduction**

The role of Bracknell Forest Information, Advice & Support Service is to ensure parents, carers, children and young people have access to impartial information advice and support so that they can make informed decisions about their own/their children's special educational needs and disabilities (SEND). This is achieved by working in partnership with parents, carers, children and young people.

Any information shared with us is in confidence and therefore protected under Common Law and the Data Protection Act 2018 (DPA 2018) and the General Data Protection Regulations (GDPR).

## **Sharing Information**

To provide a confidential service we will:

- Inform parents, carers, children and young people that any information they give to IASS staff is confidential and will not be passed on to other organisations, including local authorities (LA's), education settings and other agencies unless they give consent or there are public interest concerns e.g. child protection or Ofsted.
- All parents contacting the service are encouraged to share any information about their child/young person that will enable us to respond effectively to their needs.
- Only store the personal contact details of parents, carers, children and young people on a secure software system in accordance with the provisions of the DPA 2018 and GDPR with their permission. Electronic information will be held on secure computers / servers. Paper information is held in a locked filing cabinet.
- Operate a self-referral service for parents, carers, children and young people to contact us direct.
- Inform parents, carers, children and young people that they have a right to see any information held on them.
- Not contact anyone involved with the family without asking the parent, carers, children and young people beforehand.

- Only keep information for as long as is necessary in line with the DPA 2018 and GDPR.

### **Ensuring Effectiveness of this Policy**

To ensure our confidentiality policy is effective we will do the following:

- At the first point of contact parents, carers, children and young people are made aware of how and why we keep information about them and when we ask them for their personal details. Parents, carers, children and young people are told that they do not have to give those details.
- IASS staff record on parent, carers, children and young people's case notes that they have made parents, carers, children and young people aware of this policy.
- All IASS staff receive a copy of the policy and it is explained to them.
- The policy is shared with LA's, education settings and other agencies so that they are aware that it exists.
- The policy is reviewed annually by the service and management and amendments agreed.
- This policy is included on our website.

### **Administration**

Date written:	1 <sup>st</sup> October 2010
Reviewed:	Jan 2012 - no amendments made
Reviewed:	Jan 2015 - amendments made
Reviewed:	Jan 2017 - amendments made
Reviewed:	Jan 2017 – no amendments made
Reviewed:	Jan 2018 and July 2018 - amendments made
Reviewed:	Jan 2019 and Aug 2019 - amendments made
Reviewed:	Jan 2020 - amendments made
Reviewed:	Jan 2021 – amendments made
Reviewed:	Jan 2022 – amendments made

