

SEND Information, Advice and Support Service

Confidentiality Policy

Isle of Wight SEND IASS views confidentiality as one of the defining characteristics of the service. To ensure our confidentiality policy is effective:

Basic Principles

- We respect your right to privacy
- You can speak to us, email us or write to us, in complete confidence
- 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 to so
- 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.
- The policy is shared with the Local Authority and other agencies so that they are aware it exists and is fully understood.
- A copy of the confidentiality policy is available on request, or can be viewed on our website. www.iowsendiass.co.uk

What happens when you 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 or email us privately.

- We will ask you for your contact details so that we can open a confidential database 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. We may also hold hard copies of any reports or documentation you have given us. 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 case notes.
- We will ensure that our database is password protected, and that only SENDIASS staff know the password
- We have a responsibility to keep your information confidential in line with the rules of the Data Protection Act 1998 and GDPR regulations that will come into force May 2018.

The only exception to confidentiality is in regard to information, which leads us to believe a child is at risk. We have a legal obligation to pass on concerns regarding child protection and a legal responsibility to follow Local Safeguarding Children's Board procedures.

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