



**Information  
Advice and  
Support  
Kent**

**A service for Special Educational Needs and Disabilities  
Helping you to make informed choices**

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## Confidentiality Policy

Information, Advice and Support Kent (IASK) offers a confidential service to service users and in doing so has responsibilities under Common Law and the Data Protection Act including General Data Protection Regulations. Any information about a service user, including whether or not they have been in contact with IASK must not be shared outside the IASK Service unless:

- the parent <sup>1</sup> child <sup>2</sup> or young person <sup>3</sup> gives permission for the information to be shared, or
- there are safeguarding concerns

The Service complies with the Freedom of Information Act and related Kent County Council (KCC) policies.

As a Service we have no access to files held elsewhere in KCC. Information held by IASK is confidential; it is held separately and can only be accessed by IASK staff. The Service has a computer area which only members of the team can access via their unique log-in and password. The database containing caller records is password protected and only those members of staff with a need to access it are provided with the appropriate password.

Service Users are made aware of how, and why, we keep information when they contact us. When we ask them for their personal details, they are told that they do not have to give those details. These calls are recorded as anonymous. Service Users are made aware of IASK's confidentiality policies when they contact the Service. No information is retained without service user's permission.

Parents may contact the service independently of each other. Staff will treat both parties as separate enquiries unless knowledge of previous contact with the service is clearly stated. Enquiries from young people and their parents who contact the service independently will be treated as separate enquiries.

We aim to ensure that children, young people and their parents access support and information in complete confidence. All staff and volunteers understand and abide by this policy and the Children and Young People's Confidentiality Policy and Procedures.

### ***Exceptions to Confidentiality***

At times it might be helpful to pass on information about cases, however, this will only be done with the service users consent and will only be done in order to help the parent, child or young person. When we receive consent to disclose information about a service user this will always be documented on the database.

The only exception to confidentiality is in regard to information which leads us to believe a child/young person may be at risk of harm. We have a legal obligation to pass on concerns regarding safeguarding to the relevant professionals.

Safeguarding concerns are always discussed internally with a member of the Senior Management Team before being discussed with the relevant professionals. The Service complies with local safeguarding procedures.

At times, for training purposes or supervision, cases may be informally discussed or used as case studies. Where this takes place, IASK will ensure that any identifying details will be removed to ensure that the right to confidentiality is protected.

1. *Parent is used to describe all adults with parental responsibility*
2. *Child up to age 16 and of compulsory school age*
3. *Young person age 16 and over compulsory school age up to 25*

**Date last reviewed: January 2024**

**Next review: January 2025**