

Sunderland Special Educational Needs and Disability Information, Advice and Support Service

Confidentiality Policy for Parents and Carers

The role of Sunderland Information, Advice and Support service (IAS) is to ensure parents have access to confidential and impartial information, advice and support so they can make informed decisions about their child's special educational needs. This is achieved by working in partnership with parents, providing information, services and training, working with relevant agencies and ensuring parents' views influence local policy and practice.

To provide a confidential service Sunderland SEND Information, Advice and Support service will ensure that -

- Personal contact details are kept only with parents/carers' permission and stored on a secure database in accordance with the provisions of the General Data Protection Regulation 2018. Only IASS staff have access to this database.
- An important exception to this is where there may be a safeguarding concern.
- All information obtained as 'hardcopy' is kept in a secure cabinet to which only IASS staff have access. It is kept separately from local authority information.
- Parents/carers are informed that any information they give to IASS staff or volunteers is confidential and will not be passed on to other organisations, including Local Authorities and schools unless parents/carers have given express permission.
- Referrals to the service by anyone other than the parent/carer are only made if the parents/ carers have given permission for this to happen.
- The IASS will not contact any agency involved with the family without asking the parent/carer beforehand. Nor will staff access information held on other data bases without permission.
- Information about the child will not be kept for longer than necessary – in line with the General Data Protection Regulation 2018..
- Parents and carers are informed that they have the right to see any information held on them or their child

To ensure that the policy is effective we will ensure that -

- All IASS staff and Independent Parental Supporters (IPSS) receive a copy of the Confidentiality Policy and it is explained to them.
- The policy is shared with the Local Authority and other agencies so they are aware it exists and they understand it fully.
- The policy is reviewed annually and amendments agreed.
- All service users are made aware of how, and why, IASS keep information when they contact them.
- When IASS ask clients for their personal details, clients are told that they do not have to give those details.

Published2018

To be reviewed...2019