



Buckinghamshire  
SEND IAS Service

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**TEL: 01296 383754**

**EMAIL: [sendias@buckscc.gov.uk](mailto:sendias@buckscc.gov.uk)**

## **CONFIDENTIALITY POLICY**

**We provide a confidential service - any information you give to us is not shared with anyone else without your consent.**

Bucks SEND IAS Service is a confidential service for all children and young people with special educational needs and/or disabilities (SEND) and their parents/carers. Any information shared with Bucks SEND IAS Service is given in confidence. The Data Protection Act 2018 and General Data Protection Regulation (GDPR) regulate the way we use your personal information.

The role of Bucks SEND IAS Service is to ensure that service users have access to free, confidential and impartial information, advice and support. This is to enable them to make informed decisions on matters relating to SEND. We do this by working in partnership with service users, providing information, resources and training, working with relevant agencies and ensuring service users' views influence local policy and practice

### **Sharing information**

Children, young people and parents have the right for their personal information to be treated securely, confidentially and with sensitivity and respect.

Confidentiality can only be breached in exceptional circumstances when there is reason to believe there is a risk of harm to a child, a young person or a third party.

To provide a confidential service Bucks SEND IAS Service will:

1. Inform service users that any information they give to Bucks SEND IAS Service staff or volunteers is confidential and will not be passed on to other organisations, including local authorities and schools, without their permission in line with the Data Protection Act 2018 and GDPR. This includes information about whether or not an individual has contacted Bucks SEND IAS Service.
2. Ask for verbal or email consent from the service user to enter personal information about them (and their child if applicable) on a confidential database kept in accordance with the provisions of the Data Protection Act 2018 and GDPR. This consent will be recorded.
3. In the case of referrals to the service about a child, ensure referrals by anyone other than the parent/carer are made only if the parent/carer has given permission for this to happen. In the case of referrals to the service about a young person, ensure the young person has given permission for this to happen. The vast majority of service users will contact us directly.
4. Ensure that information about the parent/carer or the child/young person is not divulged to another party without prior verbal consent being obtained from the service user. Consent will be recorded on the database.



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5. Obtain consent from the parent/carer before requesting information from any third party relating to the child. Obtain consent from the young person before requesting information from any third party relating to the young person. Consent will be recorded on the database.

6. Obtain consent from the parent/carer before consulting the Buckinghamshire County Council confidential SEN database or any other paper or electronic document relating to the child. Obtain consent from the young person before consulting the Buckinghamshire County Council confidential SEN database or any other paper or electronic document relating to the young person. Consent will be recorded on the database.

7. Ensure that all records of SEND IAS work, whether electronic or paper records, such as contact details, notes from meetings and discussions and any correspondence are:

- filed securely.
- available to be shared with the service user following a subject access request.
- retained for as long as involvement is active and for a maximum of five years after the young person reaches the age of 25
- disposed of confidentially.

### **Ensuring the effectiveness of the policy**

To ensure our Confidentiality Policy is effective we ensure that:

- All Bucks SEND IAS Service staff and Volunteer SEND IAS Advisers (VSAs) receive a copy of the 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 by the Bucks SEND IAS Service steering group and amendments agreed.
- Service users are made aware of how, and why, the Bucks SEND IAS Service keeps information when they contact us. If a service user prefers to remain anonymous, information, advice and support can still be offered.



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### **The Data Protection Act 2018 and the GDPR**

You can find the Act here: <http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted> You can find the GDPR here: <https://gdpr-info.eu/>

The GDPR sets out seven key principles:

- Lawfulness, fairness and transparency
- Purpose limitation
- Data minimisation
- Accuracy
- Storage limitation
- Integrity and confidentiality (security)
- Accountability

Further information can be found at:

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/principles/>

Please do not hesitate to contact the SEND IAS team leader: [sendias@buckscc.gov.uk](mailto:sendias@buckscc.gov.uk) if you require any further information.

Revised September 2007  
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