

The Special Educational Needs and Disability Information, Advice and Support Service (SENDIAS) for Milton Keynes offers a confidential service to children and young people with SEN and disabilities, and their parents or carers. In doing so, we have responsibilities under Common Law and the Data Protection Act 2018.

### **What do we mean by ‘confidential’?**

Everything you tell us, either in person or on the phone, will be treated as strictly private.

### **What it means to you**

Everything you tell us will be treated in strict confidence. We will not disclose your records to, or discuss your business with, anybody outside the SENDIAS service without your clear consent, except if we suspect a child or young person is at risk.

Referrals to SENDIAS by practitioners (i.e. someone working with you or your child/young person) are only accepted if you have given your permission for this to happen.

### **What it means to us**

Everyone working within the SENDIAS team, including our volunteers, is required to follow this confidentiality policy.

### **Data Protection Act 2018**

Any written information concerning service users will conform to the requirements of the Data Protection Act.

### **What this means in practice**

We will tell you what information we keep, and why, and how it is kept when you contact us.

Information held by us is confidential; it is held separately from Council records, on a secure database which can only be accessed by the SENDIAS staff.

We will only access records held elsewhere (for example, by council services or schools) with your clear consent.

At times it might be helpful to ask for or pass on information and we will always discuss this with you. It will be your decision whether we talk to other people about you or your child. We will always record whether you have given your permission for us to share information or discuss your circumstances with other people.

All records will be maintained electronically on the secure database. However, if there is a need to store paper documents while we are working with you, these will be kept in locked filing cabinets and will be disposed of securely when they have been uploaded to the database.

### **Exceptions to our confidentiality policy**

Everybody has a duty to safeguard children. If we have information which leads us to

believe a child or young person is at risk, we have a legal duty to share this information, in line with local safeguarding protocols. This is the only exception to our confidentiality policy.

In most instances, we would discuss this with you. However, we do not have to gain your permission to share information with the relevant services if we believe that a child or young person is at risk of significant harm.

**Reviewing our confidentiality policy**

Our confidentiality policy will be reviewed every year.