

Hartlepool **SEND IASS**



**SPECIAL EDUCATIONAL NEEDS AND DISABILITY INFORMATION, ADVICE AND
SUPPORT SERVICE**

CONFIDENTIALITY POLICY

Hartlepool SENDIASS offers a confidential service to parents/carers and young people and in doing so has responsibilities under Common Law and the General Data Protection Regulation and Data Protection Act 2018. Any information about a parent/carer, child or young person, including whether or not they have been in contact with the Service must not be shared with anyone outside of the Hartlepool SENDIAS Service unless: the parent/carer, child or young person has given permission for information to be shared or there are strong public interest concerns, I.E. Child

- The Purpose of Hartlepool SENDIAS Service is to offer information, advice and support to parents/carers, children and young people with Special Educational Needs and/or disability. All parents/carers, child or young person contacting the service are encouraged to share any information that will enable us to respond effectively to their needs. This may range from basic data to quite detailed information about themselves, child or young person;
- Some parents/carers, child or young person will want to share experiences, both positive and negative, or to discuss issues that are of concern to them. Others want to talk about their feelings, anxieties, fears or grievances. In the course of our work with parents/carers, children or young people we may be privy to information that is sensitive and personal;
- The relationship between a parent/carer, child or young person and service staff is one of trust. Unless the information we are given suggests that a child or young person may be at risk of harm we believe conversations between the parent/carer, child or young person and Hartlepool SENDIAS Service should remain confidential, if this is the wish of the parent/carer, child or young person;

- Where there are issues that need to be brought to the notice of the Local Authority (LA), we will do this in a way that protects parents/carers, child or young person's anonymity, unless they have given us permission to identify them. We will not, however, act as a filter for complaints against the LA or schools

Working with Parents

- Hartlepool SENDIAS Service operates a strict code of confidentiality. Unless we have reason to believe that a child/young person may be at risk of harm we will not discuss a parents/carers, child's or young person's concern or enquiry with any third party, without first obtaining the permission from the parent/carer, child or young person;
- We respect our clients' rights to privacy, but will encourage them to share with us any information that will help us to provide appropriate support;
- We do not keep any documentation relating to an individual child or family unless the parent/carer, child or young person makes it available to us, or agrees to us receiving a copy.

Data Collection and Record Keeping

- We keep a record of basic data which is then transferred to an electronic database. Parents do not have to supply this information if they do not wish to do so. Data may be used to generate statistical information about service performance. Data will not be used in such a way that individual parents/carers, child or young person can be identified;
- Our data base is secure and can be accessed only by employees of the Hartlepool SENDIAS Services. Although linked to the Local Authority's database, the Hartlepool SENDIAS Service section is only accessible to the Service personnel and named IT support specialists, who are fully aware of and adhere to this Confidentiality Policy;
- Records kept on the database include concerns or issues raised and the action taken. Parent/carer, child or child or young person have the right to ask to see the information we hold about them;
- Although support may not be required on a continuous basis many parents/carers, child or young person need support at different times throughout education e.g. transition from one phase of education to another, change of school, and support at Annual Review. Hartlepool SENDIAS Service database will therefore normally be kept until the young person leaves

education or moves to another Local Authority Area. Any paper records will be archived in accordance with the LA retention policy;

Privacy Notice

We will only store and use the information you supply to us for the purpose of providing you with a service based on your consent. The information you provide will be handled in accordance with the General Data Protection Regulation and the Data Protection Act 2018.

For information on how the council processes your information please see our privacy notice at www.hartlepool.gov.uk/privacy-notices. It is important that you read our privacy notice so that you are aware of how and why we process your personal information.

If you have any questions on how we process your data please contact the Data Protection Officer, Hartlepool Borough Council, Civic Centre, Hartlepool, TS24 8AY.
Tel: 01429 523087 or by email: dataprotection@hartlepool.gov.uk

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