



Cloud Hub

Confidentiality Policy

Policy Document Title	Confidentiality Policy
Publication Date	September 2024
Review Date	September 2025
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Aims of this Policy

The overall aim of this policy is to protect the confidentiality of all persons where the provision (Cloud Hub) holds information that is confidential to that person or a group of persons.

Generally speaking, information is confidential if it relates to a person or group of persons, who would not want it to be made freely available. There are occasions where information remains confidential even if it is already in the public domain (e.g. where there is already a confidentiality breach on social media).

The intention of this policy is to give all persons having access to confidential information held by Cloud Hub clear, unambiguous guidance as to their legal and professional roles and to ensure good practice throughout the provision which is understood by all users of the provision.

The provision has a duty of care and responsibility towards all persons who they hold confidential information on. In respect of learners, there are special considerations that this policy seeks to address, as the provision needs to work with a range of outside agencies and share information on a professional basis. Striking an effective and professional balance between these two aims is crucial to the success of a confidentiality policy.

More specifically, this policy aims to:

- provide consistent messages in provision about handling information about children once it has been received
- foster an ethos of trust within the provision
- ensure that staff, parents and learners are aware of the provision's confidentiality, policy and procedures
- reassure learners that their best interests will be maintained
- encourage learners to talk to their parents and carers
- ensure that learners and parents/carers know that provision staff cannot offer unconditional confidentiality
- ensure that, there is equality of provision and access for all including rigorous monitoring of cultural, gender and special educational needs
- ensure that, in relation to child protection issues, correct procedure is followed
- ensure that confidentiality is a whole provision issue and that in lessons ground rules are set for the protection of all
- indicate that health professionals are bound by different code of conduct
- ensure that, parents have a right of access to any records the provision may hold on their child but not to any other child that they do not have parental responsibility for.

Introduction

Cloud Hub seeks to put the learner at the heart of the learning process and to provide a safe and secure learning environment. It seeks to implement the underlying principles of the vision and aims of the provision and to address issues which may arise about confidentiality. It is committed to developing creative and positive ways for the learner's voice to be heard whilst recognising the responsibility to use, hold and safeguard information received.

Sharing information unnecessarily is an erosion of trust. The provision is mindful that it is placed in a position of trust by all stakeholders and there is a general expectation that a professional approach will be used in all matters of confidentiality.

Key Points

A) No person shall look at any document or documents (paper or electronic) relating to another person without a legitimate reason. In considering what action, if any, the provision will take should there be a breach of this part of the Policy, the provision will take into account all relevant factors including, but not limited to:

- (i) Whether there was a reasonable belief that there was a legitimate reason for accessing the document or documents; and whether it was accidental; and
- (ii) The nature of the information accessed and in particular the sensitivity of that information; and
- (iii) The motive (e.g. to benefit themselves, family and/or friends; curiosity; or

B) No staff log in details (Username or password) for the provision's network shall be shared with any other person apart from the provision Business Manager (when initially set up), except with express permission of the Head of Provision.

C) In respect of Learners:

- (i) All information about an individual learner is private and should only be shared with those staff that have a need to know.
- (ii) All social services, medical and personal information about a child is kept electronically or under lock and key in the provision office and cannot be accessed by individuals other than provision staff.
- (iii) The provision continues to actively promote a positive ethos and respect for the individual. Therefore,
 - a) The provision has appointed a senior lead teacher for child protection who receives regular training. At Cloud Hub, this person is the Head of Provision.
 - b) There is clear guidance for the handling of child protection incidents and all staff have regular training on child protection issues.
 - c) There is clear guidance for procedures if a member of staff is accused of abuse

d) Staff are aware that effective sex and relationship education, which brings an understanding of what is and is not acceptable in a relationship, can lead to disclosure of a child protection issue.

e) Staff are aware of the need to handle all issues about different types of families in a sensitive manner.

- (iv) Parents/carers and children need to be aware that the provision cannot guarantee total confidentiality and the provision has a duty to report child protection issues. Parents/carers and children should be aware that that in exceptional circumstances confidentiality will be broken.
- (v) Cloud Hub prides itself on good communication with parents and carers and staff are always available to talk to both children and parents/carers about issues that are causing concern. The provision encourages children to talk to parents/carers about issues causing them concern and may in some cases support the children to talk to their parents.
- (vi) All children have a right to the same level of confidentiality irrespective of gender, race, religion, medical concerns and special educational needs. A lot of data is generated in provisions by these categories but individual children should not be able to be identified.
- (vii) Confidentiality is a whole provision issue. Clear ground rules must be set by staff for any classroom work such as circle time and other sessions dealing with sensitive issues such as sex and relationship and drugs. Staff need to be proactive so children feel supported but information is not unnecessarily revealed in a public arena. Even when sensitive information appears to be widely known it should not be assumed by those immediately involved that it is appropriate to discuss or share this information further.
- (viii) Health professionals have their own code of practice dealing with confidentiality. Staff should be aware of children with medical needs and the class information sheet should be accessible to staff who need that information but not on general view to other parents/carers and children.
- (ix) Photographs of children should not be used without parents/carers permission especially in the press and internet. At no time should the child's name be used with a photograph so that they can be identified. The provision gives guidance to parents about the use of cameras and videos during public provision events – this is usually done through a public announcement prior to the event. Provision staff should not take or keep photographs of children on their own personal cameras or mobile phones unless there is no alternative. If this happens the photographs should be deleted as soon as they are downloaded onto provision equipment.
- (x) Information about children will be shared with parents but only about their child. Parents should not have access to any other child's books, marks and progress grades at any time especially at parents evening. However, parents should be aware that information about their child will be shared with the receiving provision when they change provision/placement. All personal information about children including social care records should be regarded as confidential. Addresses and telephone numbers of parents and children will not be passed on except in exceptional circumstances or to a receiving provision.
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parents. The provision would share with parents any child protection disclosure before going on to inform the correct authorities. Parents/carers and children should feel reassured that in exceptional circumstances confidentiality will be broken.

- (xi) All staff (whether teaching or support staff) are expected to adhere to the principle that provision matters remain confidential out of and beyond provision. Staff should avoid discussing provision matters with anyone not directly involved, especially where that issue relates to individual learners, parents or staff, or broader issues that have not yet become public knowledge.

'Confidentiality' also refers to protecting the information we hold about the learners in our provision and their families. All staff will endeavour to maintain confidentiality when appropriate, for example by considering the conversations they have about learners and their families, the purpose of these conversations and where these take place. Staff should be especially vigilant when conversations are held out with the provision premises. All students and helpers at the provision will be made aware of this through our confidentiality Statement.

Confidentiality Statement

Teachers talk about their job constantly. Conversations at breaks and lunchtimes are often about provision, individual children and their families. We ask that such conversations are regarded as confidential. Similarly, the work, progress and behaviour of individual children is a matter of fact for the teacher, the child and the parents of the child. Any comments made to others about a child, or an incident at Cloud Hub may be misinterpreted and lead to misunderstandings.

Small incidents are dealt with at Cloud Hub and should end there. More serious incidents will be discussed in confidence with parents. We feel positive that there will be an understanding of the need for confidentiality on provision matters. As a member of staff, volunteer or helper in the provision we ask that you respect confidentiality on such matters to avoid misunderstandings and upset.

Monitoring and Evaluation

The policy will be reviewed as part of Cloud Hub's monitoring cycle. This Policy should also be read with Cloud Hub's Safeguarding Policy and Data Protection Policy in accordance to the GDPR guidance.