**SENDIASS Torbay**

**Confidentiality Policy**

Confidentiality Statement

The handling of information that parents/carers, children and young people provide complies with the requirements of the Data Protection Act and is not shared with anyone outside of the SENDIASS Torbay team. Unless we have been given permission to do so or there are safeguarding concerns.

USE of Data

SENDIASS Torbay has an electronic database this is password protected and accessed only by SENDIASS Torbay staff.

Paper files containing information about service users are kept in a locked cabinet accessed only by SENDIASS Torbay staff. From time to time paper files are taken out of the office by staff. Staff will always ensure these files are kept safe and out of sight of any third party.

**Service users have the right to see all and any information held about them or their child at any time.**

Consent

SENDIASS Torbay will not take action on behalf of a parent/carer, child or young person or make contact with any 3rd party without their express consent.

Referrals

It is normal practice to ask for your name and address as well as other personal information in relation to you or your child i.e. school and DOB.

The details written on the referral forms are entered onto our database and the hard copy is kept in the service user’s paper file.

If you have any questions about this policy please contact us on – [info@sendiasstorbay.org.uk](mailto:info@sendiasstorbay.org.uk) 14/07/2017