

## Keeping what you say private

### Confidentiality Policy for children and young people

Part of the role of Sunderland Information, Advise and Support service is to ensure children and young people up to the age of 25 have access to confidential and impartial information, advice and support so they can make informed decisions about their educational needs.

To provide a confidential service we will ensure that -

- Any information you give us is confidential and will not be passed on to anyone else including parents, carers or partners or any organisations including schools, colleges, the local authority or employers **unless** you have given consent.
- You do not have to give us any personal details if you don't want to. Personal contact details are kept only with your permission and stored on a secure database in accordance with the provisions of the General Data Protection Regulation 2018.. Only IASS staff have access to this database.
- All written information is kept in a secure cabinet to which only IASS staff have access. It is kept separately from local authority information.
- No one can make a referral to the service on your behalf unless you have given permission.
- We will not contact any other person about you unless you give us agreement. This includes your parents, carers or partner or anyone else close to you, teachers and health professionals.
- Information about you will not be kept for longer than necessary – in line with the General Data Protection Regulation 2018..
- You have the right to see any information that we hold on you.
- There are exceptions to this.
  - We **have** to tell someone or pass on information if we think that someone might be hurt or is being hurt. If this happens we will try and discuss this with you first.
  - Our managers who need to make sure that we are doing a good job.

To ensure that the policy is effective we will ensure that -

- All IASS staff receive a copy of the Confidentiality 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 and amendments agreed.
- This policy will be discussed with you when you contact us.

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# Confidentiality Policy

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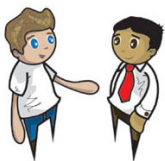
When you talk to us we will keep what you say private.



You do not have to tell us your name or anything about yourself if you don't want to.



Any personal information that you give us will be kept private and stored securely.



We may need to talk to other people about what you tell us, like your parents, teachers or doctors.

- YES
- NO
- MAYBE

We will always ask you first if this is ok.  
You can say yes or no.

Sometimes we have to tell someone else what you said

- Our managers to make sure we are doing a good job.



- If we are worried that you or someone else is being hurt or might be hurt. If this happens we will try and talk to you about it first.



Is there anything that you are not sure about?  
Please ask!