



Confidentiality Policy

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Policy Statement

Play Inclusion Project respects the rights and privacy of children, young people, their parents/carers, staff, and volunteers, while ensuring that we deliver a high-quality service.

We recognise that all staff and volunteers have a duty to act professionally and maintain confidentiality at all times. Parents and carers must feel confident that any information they share will be used only to enhance the welfare of their child.

As part of our ethos, we take seriously our responsibility to safeguard and promote the health, safety, and wellbeing of children, young people, and staff. All staff and volunteers are expected to comply with this policy, and breaches of confidentiality will be treated as a serious matter.

Guidelines

These guidelines apply to all information relating to service users, their families, staff, volunteers, trustees, activities, and organisational matters. Responsibility for maintaining confidentiality rests with everyone.

- Maintaining confidentiality is central to recognising and respecting the rights, dignity, and privacy of individuals. Staff and volunteers may need access to personal or sensitive information to provide effective support, but service users must trust that this information will be kept confidential.
- Confidentiality applies regardless of how information is shared (e.g. verbally, in writing, by phone, or email).
- Professional distinction: Confidentiality is not secrecy. Relationships should be open and professional, with information shared only when appropriate and justifiable.
- Access to personal information should be limited to staff and volunteers directly involved in supporting a service user. Any sharing of information must be on a need-to-know basis to fulfil professional duties.
- Conversations about sensitive matters must be held discreetly and in private.

- Confidential information must never be left unattended or visible (e.g. on desks, noticeboards, or screens). Special care should be taken with DBS disclosures.
- Parents and carers should normally be asked for consent before information is shared. Where appropriate, they should take responsibility for sharing the information themselves.
- A service user's wishes to keep information private should be respected unless:
 - there is serious danger to the life of the service user, staff, volunteer or others.
 - When information is required by law e.g. case notes subpoenaed to court.
 - When there is risk of abuse or violence
- Wherever possible, service users should be informed of the need to share information and the reasons for doing so.
- Where staff are uncertain about sharing information, they must consult the CEO, who will take responsibility for any onward disclosure. If the CEO is unavailable, staff must make a reasoned decision, record their actions, and document their justification.
- Information required for investigations within Play Inclusion Project may be shared only if there is a legitimate and justifiable reason. Sharing should be limited to what is strictly necessary. For example, health information such as communicable diseases should be shared only with those who may be directly affected.
- Staff should always make clear that "confidential" information may need to be shared if it relates to safeguarding, serious harm, or other legal obligations.
- Record keeping must be accurate, secure, and transparent. Service users have the right to know what is recorded about them. Information should not be written down in a way that could not be openly shared with the service user, their parent/carer, or advocate.
- Confidential records must be stored securely. Responsibility for access arrangements (keys, passwords, file storage) lies with the designated member of staff.
- At the end of any working period, confidential material must be locked away or securely stored. Documents must not be left out or visible on screens or

desks. Confidential waste must be shredded or disposed of securely in line with the Shred-It All Policy.

- All IT systems containing personal information must be password-protected, firewalled, and secure against unauthorised access, alteration, or loss.
- Any actual or suspected unauthorised access to confidential information must be reported immediately to the CEO. The designated member of staff will investigate and take remedial action. Records of breaches must be kept.
- All employees also have the right to confidentiality. Work performance issues will be discussed privately between the Area Manager, Recruitment Officer, and CEO, and never in front of other staff.
- Although the emphasis of these guidelines is in relation to service users, the principles of confidentiality apply equally to any member of a service user's family, to information about volunteers, staff, trustees, to information about activities and sessions, and to privileged information about Play Inclusion Project. Responsibility of maintaining confidentiality lies equally with all those aforementioned.

Confidentiality In Settings

Staff and volunteers must treat all matters discussed within the setting as strictly confidential.

Information about activities, incidents, or individuals that occur within the setting must not be discussed with:

- Former staff members
- Family
- Friends

Information about children, young people, parents, and carers must never be shared outside the organisation.

All written information relating to children and young people will be kept securely on Google Drive and in the Activity File.

All records must be returned to the main office for secure storage as soon as possible

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While some parents may choose to share personal information with others, Play Inclusion Project cannot be held responsible if such information is shared beyond those to whom it was originally disclosed.

Information Sharing

Parents and carers may have access to records relating to their own child only.

Information relating to one child or family will not be shared with another parent, carer, or child.

When outside agencies (such as schools, social services, or healthcare professionals) need to be involved, information sharing will be discussed and agreed with parents/carers in advance, except in cases where safeguarding concerns make this inappropriate.

If a child or young person is believed to be at risk of harm, Play Inclusion Project's Safeguarding Policy overrides this confidentiality procedure as part of our legal duty of care.

Other Records

Employment matters relating to staff or volunteers will remain confidential and will only be discussed by those directly involved in decision-making.

Students and volunteers who are working or observing in the setting will be advised of this confidentiality policy and are required to respect it at all times.

Breaches of confidentiality by any staff member, student, or volunteer may result in disciplinary action.

Storage and Security of Information

All personal records are stored securely in accordance with the Data Protection Act 2018 and UK GDPR requirements.

Access to personal data is restricted to authorised personnel only.

Records will be retained and disposed of according to Play Inclusion Project's Data Protection and Record Retention Policy.