

Confidentiality Policy

Aim

Langstone Infant Academy aims to ensure that the privacy and confidentiality of stakeholders is respected and that confidential personal data held about them is maintained securely and not shared without their consent.

Background

Langstone Infant Academy understands confidentiality to refer to the duty of the school and Trust, to keep information about their stakeholders private and protected at all times and to only grant access to people who have a right to that access. This is a vital element in building a trusting relationship where stakeholders are safe in the knowledge that their personal information will be kept private and where information about them will be safely protected.

Policy

Langstone Infant Academy believe that confidentiality and privacy is an absolute right of everyone

- The privacy of stakeholders will be respected at all times by all staff and all information received about or from stakeholders will be regarded as confidential.
- Staff will always seek to ask permission before any information about stakeholders is shared or given to anyone else.
- Staff will not provide information to a third party without the consent of the individual concerned, unless legally we are required to do so.
- If being asked for information over the telephone staff should obtain the caller's details and ring them back before handing over any information – staff should always check the identity of callers.
- Staff should only disclose information:
 - with the permission of the individual
 - in compliance with any statutory or legal obligations
 - for the legitimate interests of a third party who has a legal right to such information
 - where a court has ordered such a disclosure.
- Staff will be expected to comply fully with the requirements of the Data Protection Act 1998; only relevant personal information about stakeholders will be kept, and this will only be kept for as long as is necessary.
- All files or written information of a confidential nature will be stored in a secure manner – paper files will be kept in a locked areas and electronic information will be stored on password protected secure networks.
- Confidential information will only be accessed by staff who have a need and a right to access it – staff should never share passwords.
- Staff should never:
 - discuss personal business in public areas where conversations might be overheard
 - discuss stakeholders' personal business on the phone where their call might be overheard
 - gossip about stakeholders
 - discuss stakeholders with other staff, volunteers or other professionals who are not directly involved with them
 - send unsecured emails, faxes or documents containing personal information pertaining to stakeholders – any personal information must be sent via secure email, mail or fax and should be marked '**confidential**'

- save confidential information on an unsecured or unencrypted laptop or data storage device
- save confidential information into unsecured parts of the IT network
- dispose of documents containing personal information in standard waste streams – any confidential documents that are to be disposed of should be shredded.
- In exceptional circumstances a member of staff may be required to breach confidentiality in order to safeguard a service user, or another person, or protect their best interests – all such cases should be immediately reported to a manager and will be thoroughly investigated.
- Breaches of confidentiality will be regarded as serious matters – disregard of this policy may be regarded as a disciplinary offence and investigated according to the Trust disciplinary policy.
- New stakeholders and prospective stakeholders will be shown a copy of this policy at their induction and staff will do everything they can to ensure that they understand the contents of the policy.

Management duties

Managers have a duty to:

- ensure that appropriate confidentiality policies, procedures and protocols are in place, are effectively implemented, are clearly understood by all members of staff, including temporary and supply staff, and are regularly reviewed and revised in light of the most recent best practice guidelines and reported incidents
- ensure that the school has clear procedures about what to do when staff think there is a confidentiality breach, what to do during and after an incident, and what follow-up there should be
- monitor complaints and comments relating to confidentiality, consent and data protection issues; that an effective incident reporting process is in place and that any data protection incidents or near misses or breaches of confidentiality are accurately reported and investigated
- ensure that adequate and suitable training programs are carried out which includes induction training on data protection and confidentiality for new staff
- regularly audit the use of this policy and the effectiveness of procedures to maintain confidentiality.

Staff duties

Staff have a duty to:

- always respect the privacy of stakeholders and their rights to have their confidentiality protected
- always act in full compliance with the Data Protection Act 1998 as the new regulations from 25th May 2018 and with associated guidelines and best practice
- understand the importance of obtaining consent before they divulge any confidential information and acquaint themselves with the procedures for obtaining consent
- comply fully with policies on confidentiality and data protection
- attend appropriate training.

Training

- all new staff will be required to read and understand the policies on data protection and confidentiality as part of their induction process
- existing staff will be offered ongoing update training on confidentiality, data protection, information governance and access to records
- all staff who record, store or use personal data will be thoroughly trained in the use of manual and computerised records systems.

Applicability and scope

This policy applies to all staff and volunteers working in or for Langstone Infant Academy without exception. All staff have responsibility for ensuring that they work within the remit of this policy and in the manner in which they have been trained.

Reviewed February 2018

Next Review September 2018