SENDIASS OXFORDSHIRE
CONFIDENTIALITY CODE

Everything you tell us either in person or on the phone will be treated in **strict confidence.**

We will not disclose our records to, or discuss the case with, a third party outside SENDIASS without your consent, except if we suspect a child is at risk.

What it means to us
Everyone working within SENDIASS, including our volunteer Independent Parental Supporters, is required to follow this confidentiality code **no matter who they are.**

General Data Protection Regulations (GDPR)
Any written information concerning service users will conform to the requirements of the GDPR.
This means that you have the right to see any records we keep about you or your son or daughter. You can ask to see or have copies of these records. All you need to do is phone to make an appointment.
SENDSIASS Oxfordshire   01865 810516
SENDIASS@oxfordshire.gov.uk

What this means in practice:

- Information held by SENDIASS is confidential; it is held separately on a stand-alone SENDIASS database which can only be accessed by SENDIASS staff.
- We only access files held elsewhere in OCC with express parental consent.
- All paper records are kept in locked filing cabinets and will be disposed of when the young person leaves Education.
- Parents are made aware of how, and why, we keep information when they contact us.
- At times it might be helpful to pass on information about cases', however this will only be done with the parent's explicit consent and in order to help the parent. When we receive consent to disclose information about a Service user, this will always be recorded on the SENDIASS database.
- At times, for training purposes, cases may be informally discussed or used as case studies. Where this takes place, SENDIASS will ensure that any identifying details will be removed to ensure that the confidentiality of the service user is protected.

Exceptions to Confidentiality:
The only exception to confidentiality is in regard to information which leads us to believe a child is at risk.

Reviewed and agreed July 2018
To be reviewed June 2020