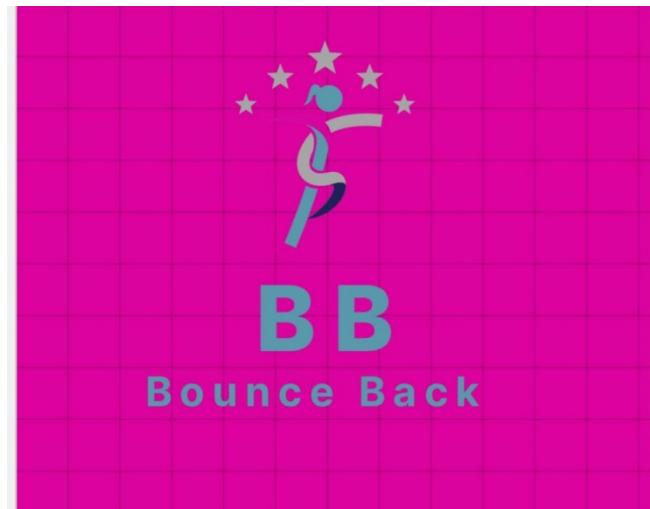


# Bounce Back Alternative Provision



## Confidentiality Policy

## Control Sheet

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## **1. Purpose**

To ensure the confidentiality of personal, sensitive, and proprietary information within our setting, safeguarding the privacy and trust of children, parents, staff, and all associated parties.

## **2. Scope**

This policy applies to all staff, volunteers, children and young people, and any other individuals working within or associated with Bounce Back Alternative Provision.

## **3. Policy Statement**

Bounce Back AP is committed to maintaining the highest standards of confidentiality. All information related to children, young people, families, staff, and the operations of Bounce Back AP is considered confidential and must be treated with care and discretion.

## **4. Principles**

### **a) Respect for Privacy:**

- Personal information about children, families, and staff will be collected, used, and stored in accordance with relevant data protection laws
- Information will only be shared on a need-to-know basis to provide appropriate care and services

### **b) Information Handling:**

- Personal and sensitive information must be stored securely and accessed only by authorised personnel
- Verbal, written, and electronic communication must be conducted in a manner that protects confidentiality
- Staff should avoid discussing personal information in public or non-secure areas

### **c) Parental Consent:**

- Consent will be obtained from parents/carers before sharing any personal information about their child, except where required by law (e.g., safeguarding concerns)
- Parents will be informed about the nature and purpose of information sharing.

### **d) Disclosure of Information:**

- Information will only be disclosed to third parties (e.g., other professionals, agencies) with appropriate consent or when legally required

- In cases where there is a concern for a child's safety or welfare, information may be shared with relevant authorities without consent, following the appropriate procedures

## 5. Staff Responsibilities

### **What constitute Breaches of Confidentiality Policy?**

A breach of the Confidentiality Policy at Bounce Back AP occurs when any individual associated with the organisation, including staff, volunteers, contractors, or any other individuals working with or connected to our setting, engages in actions that violate the principles and procedures outlined in this policy. Such breaches can have serious consequences, including disciplinary action, termination of employment or contract, and potential legal implications. Specific actions that constitute a breach of the Confidentiality Policy include, but are not limited to:

#### ***Unauthorised Disclosure of Information***

- Sharing or disclosing confidential information, documents, files, or pictures related to Bounce Back AP without proper authorisation
- Discussing sensitive information with unauthorised individuals, including friends, family, or third parties not directly involved in the relevant organisational activities.

#### ***Improper Use of Information***

- Using confidential information for personal gain or any purpose not related to Bounce Back AP's legitimate business operations
- Manipulating or altering confidential information in an unauthorised manner

#### ***Negligent Handling of Information***

- Failing to store confidential information securely, leading to accidental disclosure or loss
- Leaving confidential documents or files unattended in public or insecure areas where unauthorised individuals can access them

#### ***Unauthorised Access***

- Accessing confidential information, documents, or systems without authorisation or exceeding authorised access levels
- Using another individual's credentials to access confidential information or systems.

#### ***Improper Electronic Communication***

- Sharing confidential information through unsecured or inappropriate electronic means, such as personal email accounts, unsecured cloud storage, or social media platforms
- Failing to encrypt sensitive information when transmitting it electronically, where encryption is required.

#### ***Failure to Report a Breach***

- Not reporting known or suspected breaches of confidentiality promptly
- Attempting to cover up or conceal a breach of confidentiality

#### ***Inadequate Safeguarding Practices***

- Not adhering to established safeguarding procedures when handling confidential information, such as failing to log off from secure systems or not locking filing cabinets containing sensitive documents
- Misusing or mishandling equipment used to store or process confidential information.

#### **Consequences of Breaching Confidentiality**

Bounce Back AP take breaches of confidentiality seriously. Depending on the severity and nature of the breach, consequences may include:

- Disciplinary Action: Verbal or written warnings, suspension, or termination of employment or contract
- Legal Action: Potential civil or criminal proceedings for severe breaches that result in significant harm or legal violations
- Reputational Damage: Negative impact on Bounce Back reputation and loss of trust from stakeholders, clients, and the public.

#### **Preventive Measures**

To prevent breaches of confidentiality, Bounce Back AP implements the following measures:

- Ongoing training sessions on confidentiality practices and data protection for all staff
- Strict Access Controls, limiting access to confidential information to authorised personnel only
- Robust Policies that are clear and comprehensive with procedures for handling confidential information
- Regular monitoring and auditing of compliance with confidentiality policies

#### **6. Training**

- Regular training on confidentiality and data protection will be provided to all staff
- Staff will be informed about updates to policies and procedures related to confidentiality

#### **7. Procedures**

##### ***Data Collection and Storage***

- Collect only necessary information for the provision of care and services
- Store information in locked cabinets or secure electronic systems with restricted access.

***Information Sharing***

- Share information with external agencies only with consent or when required by law
- Record all instances of information sharing, including the reason for sharing and the parties involved

***Incident Reporting***

- Report any breaches of confidentiality to the designated safeguarding lead or proprietor immediately
- Investigate and take appropriate action to prevent future breaches

**8. Review and Monitoring**

This policy will be reviewed annually or as needed to ensure compliance with legal requirements and best practices.