**NPCV CONFIDENTIALITY POLICY**

**STATEMENT OF INTENT**

This aim of this policy is to protect the interests of service users, NPCV members, volunteers, associate members and FMC members to ensure that they can have trust and confidence in North Northamptonshire Parent Parent Carer Voices (NPCV). It sets out our practices and procedures for dealing with personal information.

All NPCV members, volunteers, associate members and representatives will abide by this policy in dealing with all information given to us whether through face to face meeting, telephone contact or any form of communication. We will consider any breach of this policy, except in certain exceptional circumstances outlined below, as a disciplinary matter.

**CONFIDENTIALITY POLICY**

1. NPCV offers a confidential service to its users.
2. The personal information given to NPCV staff and volunteers will not be passed on to anyone outside NPCV without their permission, except in exceptional circumstances. Personal information means anything the service user tells us about themselves their circumstances, and their caring situation. This includes the fact that they have been in contact with NPCV.
3. We will record only the minimum of information we need in order to offer continuity. Any records we keep will be made available to the person on request. Any such request should be made in line with statutory guidance on Subject Access Requests. We will record information in ways which are accurate and respectful.
4. People using NPCV have the right to remain anonymous if they choose, although this might restrict their access to some services.
5. Any records will be kept safely and securely, and in accordance with the provisions of the Data Protection Act 2018 and the GDPR (see Data Protection policy).
6. All information is stored safely and only available to NPCV, all personal information will be disposed of by shredding at the appropriate time.
7. We also collect anonymous statistical and anecdotal information from varied sources, to allow us to contribute to the design, planning and review of services. We share this with other agencies who provide or fund services to children and young people with SEND and their families.
8. Safeguarding issues will always override the need for confidentiality. We reserve the right to breach confidentiality when sharing information that is vital to child and/or service user protection (see NPCV Safeguarding of Children and Vulnerable Adults Policy). Examples of circumstances in which confidentiality would be breached could include:

a) If we have reason to believe that a child, young person, or vulnerable adult is experiencing abuse, whether physical, sexual, emotional or financial.

b) If we believe a service user to be in a life-threatening situation.

c) If a service user tells us that they intend to leave the person they are caring for unattended for a period of time, which we believe would cause them harm or endanger their life.

1. The decision to break confidentiality rests with the Coordinator. The organisation’s other management committee members will be informed of this decision to breach confidentiality as soon as is reasonably practical.
2. Where possible, we will let the person(s) involved know that we intend to breach confidentiality and the reasons for this.