



Your Learning Voice CIC Confidentiality Policy

The aim of this document is to ensure that there is a clear confidentiality policy.

Confidentiality is about keeping things private between workers and clients/students.

There are only 3 reasons when confidentiality will be broken

1. The client wants the worker to tell other people the information they have shared.
2. The worker feels there is a risk of danger to the client/ learner or there is a risk of danger to other people from what the client/learner has said. In this case the worker will tell the client/learner, where possible first, as well as checking with management.
3. The regulator is asked to reveal information through law by a Court.

When a worker starts working with a client/ learner the client/ learner will be asked to sign a consent form. This gives the worker and Your Learning Voice permission to keep information about them.

Your Learning Voice will only keep information about the client/learner that the client/ learner themselves know, and this will be kept locked away at all times. All of the information kept by Your Learning Voice on the client/ learner can be seen by the person at any time.

Consent should always be given by the person themselves, unless consent cannot be given because of capacity issues. If the client is under 18 years old, then consent should be given by the parent or legal guardian, but still explained clearly to the client/learner where possible.

Last Modified on the 01/01/2026

Next Review date: 01 January 2027