BRIGHTFIELD

ACADEMY

Inclusion. Choice. Growth.

Confidentiality Policy

Protecting personal information.
Building trust. Respecting privacy.

Inclusion. | Choice. | Growth.

N. Larcombe
June 2026

Confidentiality Policy

BRIGHTFIELD ACADEMY
CONFIDENTIALITY POLICY
Policy Owner: Director / Designated Safeguarding Lead (DSL)
Responsible Person: Director
Applies To: All employees, directors, volunteers, contractors, agency staff, students, visitors and governors (where applicable)
Approval Date: June 2026
Review Date: December 2026
Version: 1.3

1. Purpose

Brightfield Academy is committed to maintaining the highest standards of confidentiality whilst ensuring the safety, welfare and rights of every child and young person remain paramount.

The purpose of this policy is to ensure that confidential information is managed appropriately, lawfully and professionally whilst supporting effective safeguarding, education and partnership working.

This policy provides clear guidance regarding:

confidentiality expectations;
appropriate information sharing;
professional conduct;
safeguarding responsibilities;
secure handling of information;
responsibilities of staff, volunteers and contractors.

Confidentiality supports trust between learners, families, schools and professionals. However, confidentiality is never absolute and will never prevent Brightfield Academy from taking action where there are safeguarding concerns.

2. Scope

This policy applies to:

Directors
Employees
Teachers
Learning Support Staff
Volunteers
Contractors
Agency Workers
Placement Students
Visiting Professionals
Anyone working on behalf of Brightfield Academy

The policy applies to all forms of information including:

verbal conversations
written records
emails
text messages
digital records
photographs
videos
assessment records
safeguarding records
medical information
behaviour records

3. Legislative Framework
This policy has been developed with reference to:
Data Protection Act 2018
UK GDPR
Children Act 1989
Children Act 2004
Working Together to Safeguard Children
Keeping Children Safe in Education (Current Edition)
Human Rights Act 1998
Freedom of Information Act 2000 (where applicable)
Education Act 2002
Common Law Duty of Confidentiality

4. Principles
Brightfield Academy believes that:
Every learner has a right to privacy and dignity.
Parents and carers have a right to expect that personal information will be handled appropriately.
Information should only be shared where there is a legitimate educational, safeguarding or legal reason to do so.
Staff should only access information that they need in order to perform their role.
Safeguarding concerns always take precedence over confidentiality.
Information sharing should always be proportionate, necessary, relevant, accurate, timely and secure.

5. Definition of Confidential Information
Confidential information includes, but is not limited to:
learner records
safeguarding information
SEND documentation
medical information
attendance records
behavioural records
assessment outcomes

family circumstances
financial information
personnel records
disciplinary matters
recruitment information
complaints
professional discussions
commercially sensitive business information

6. Staff Responsibilities
All staff are expected to:

maintain confidentiality at all times;
only access information necessary for their role;
store information securely;
avoid discussing learners in public places;
ensure conversations cannot be overheard;
lock screens when leaving computers unattended;
use secure passwords;
report any confidentiality breach immediately;
comply with all safeguarding procedures;
follow the Data Protection Policy.
Failure to maintain confidentiality may result in disciplinary action.

7. Professional Conversations
Staff discussions regarding learners should:

take place only where professionally appropriate;
occur in private locations;
focus upon supporting the learner;
remain respectful;
be recorded where necessary.

Learners should never be discussed:
in public areas;
on social media;
in cafés or restaurants;
in front of other learners;
with family or friends;
with individuals who have no professional need to know.

8. Confidentiality and Learners

Learners are encouraged to speak openly with trusted adults.
Staff should never promise complete confidentiality.
Where a learner shares information indicating that:
they are at risk;
another child is at risk;
a crime may have been committed;
someone is likely to suffer significant harm;
staff must explain that they will need to pass the information to the Designated Safeguarding Lead.
Learners should be reassured that information will only be shared with those who need to know.

9. Safeguarding Overrides Confidentiality

Protecting children is everyone's responsibility.
Where staff have concerns that a learner may be suffering, or is likely to suffer, abuse or neglect, confidentiality must never prevent information being shared.
The Designated Safeguarding Lead will determine appropriate onward referrals to relevant agencies including Children's Social Care, MASH, Police or Health Services.
Staff should never investigate safeguarding concerns themselves.

10. Information Sharing

Brightfield Academy recognises that appropriate information sharing is essential for safeguarding and supporting learners.
Information may be shared where:
there is consent;
there is a safeguarding concern;
there is a legal obligation;
it is required by court order;
it supports statutory education duties;
it protects life.
Only information that is necessary, proportionate and relevant will be shared.
Where appropriate, decisions regarding information sharing will be recorded.

11. Parents and Carers

Brightfield Academy values open and honest relationships with parents and carers.
Parents will normally be informed regarding matters affecting their child.
However, information may be withheld where doing so would:
place a child at increased risk;
compromise a safeguarding investigation;
breach another person's confidentiality;
conflict with legal advice or statutory guidance.

12. Multi-Agency Working
Brightfield Academy works closely with:
referring schools;
local authorities;
social workers;
educational psychologists;
CAMHS and health professionals;
Police;
Early Help services;
Youth Justice Services;
other statutory agencies.
Information will be shared appropriately in accordance with safeguarding legislation and statutory guidance.

13. Visitors and Contractors
Visitors may become aware of confidential information whilst on site.
All visitors are expected to:
respect confidentiality;
avoid discussing information outside Brightfield Academy;
comply with safeguarding expectations;
sign in accordance with visitor procedures;
follow staff instructions regarding confidential material.
Where appropriate, confidentiality agreements may be required.

14. Digital Confidentiality
Electronic information must be protected through:
secure passwords;
encrypted devices where appropriate;
authorised software;
restricted access;
secure cloud systems;
locked devices when unattended;
secure disposal of electronic records.
Staff must not:
store learner information on personal devices unless authorised;
use personal email accounts for confidential information;
share passwords;
upload confidential information to unauthorised platforms.

15. Social Media
Confidential information must never be shared via:
Facebook;
Instagram;
TikTok;
X;
WhatsApp;
personal messaging platforms;
online forums;
any other unauthorised communication platform.
Staff must maintain clear professional boundaries online.

16. Record Keeping
Confidential records will:
be accurate;
be factual;
be objective;
be dated;
be signed where appropriate;
be stored securely;
only be retained for the required retention period.
Safeguarding records will be stored separately from general learner files where appropriate.

17. Confidentiality Breaches
Any actual or suspected confidentiality breach must be reported immediately to the Director and, where appropriate, the Designated Safeguarding Lead.
Examples include:
lost paperwork;
emails sent to incorrect recipients;
unauthorised disclosure;
lost devices;
inappropriate conversations;
unauthorised access to records.
All incidents will be investigated promptly.
Where required, data breaches will be managed in accordance with the Data Protection Policy and reported to the appropriate authorities.

18. Training
All staff will receive:
confidentiality guidance during induction;
safeguarding training;
data protection awareness training;
regular policy updates;
annual refresher training where appropriate.
Staff are expected to understand the distinction between confidentiality and safeguarding responsibilities.

19. Monitoring and Review
The Director and Designated Safeguarding Lead will monitor implementation of this policy through:
supervision;
quality assurance activities;
safeguarding audits;
record audits;
staff feedback;
incident reviews.
This policy will be reviewed annually or sooner if legislation or statutory guidance changes.

Key Principle
Brightfield Academy respects confidentiality, values privacy and protects personal information. However, where there is concern that a child or young person may be at risk of harm, the welfare of the child will always take precedence over confidentiality. Information will be shared lawfully, proportionately and without delay to safeguard children and young people.

BRIGHTFIELD ACADEMY

Inclusion. Choice. Growth.

BRIGHTFIELD ACADEMY
CONFIDENTIALITY AGREEMENT

I understand that during my work with Brightfield Academy I may become aware of confidential information relating to learners, families, staff, partner organisations and Academy business.

I AGREE TO:

- maintain confidentiality at all times;
- access only information necessary for my role;
- follow the Confidentiality Policy and Data Protection Policy;
- keep all information secure;
- report any actual or suspected confidentiality breach immediately;
- never disclose confidential information to unauthorised persons;
- continue to maintain confidentiality after my employment, volunteering or contractual relationship ends.

I understand that failure to comply may result in disciplinary action, termination of my engagement and, where appropriate, legal action.

Name: _____

Role: _____

Signature: _____

Date: _____