

# WHAT DOES CONFIDENTIALITY MEAN?

Young people who need help with learning can get information, advice and support. The Information, Advice and Support service in Cornwall is called SENDIASS.

SENDIASS is a confidential service. This factsheet tells you what confidentiality means.

Confidentiality means keeping what you say to private. When you talk to us we will not tell other people what you said. We will keep it private.

Sometimes we may think it is a good idea to talk to other people about what you tell us, like your parents, teachers or doctors.

We will always ask you if this is OK first. You can say YES or NO.

There are a few times when we will have to tell someone else what you said.

- We sometimes tell our managers so they can check that we are doing a good job.
- When we talk with you we will write down information about it on our computers if you give us permission and only people we work with will see this information.

We will also have to tell someone if we are worried that someone is being hurt or might be hurt.

