Confidentiality Policy

The service is totally confidential except when a member of staff or a volunteer has a concern relating to safeguarding which must take priority over confidentiality.

Procedures:

• Referrals to the service by anyone other than a parent or carer can only be made if the parent has given permission.

• The service respects the right of anyone to contact the service anonymously and will respond to general enquiries without asking for detailed information about a child or the family.

• Any information that a parent gives to parent partnership staff or volunteers is confidential and will not be passed on to other organisations including other sections of Cornwall County Council.

• All staff who work with families are DBS checked in line with county council recruitment policy.

• Personal contact details will be kept only with a parent's consent and stored on a secure database in accordance with the provisions of the data protection act.

• Any notes made during the period of contact whether kept on the secure database or on file.

• All members of staff and volunteers will undertake not to tell any other person or agency that a parent has approached the service unless the parent agrees.

• All members of staff and volunteers will undertake not to contact anybody on a parent's behalf unless the parent has given written consent.

• All members of staff and volunteers will undertake not to share any information about a child or their family with other people or agencies unless the parent gives their consent in advance.

• All members of staff and volunteers will ask the parent's consent before contacting anyone involved with the family.

• Any document that a parent has requested a member of staff or volunteer to keep on file will be returned at the parent's request

• Parents have the right to see any information held on them and their child

• The service will ensure that the identity of families is protected in any information published by the service. This information can be made available in other languages and formats upon request.