



Confidentiality Policy

Policy Reviewed by:	Suzy Hollett (HR Manager)
Date:	01.08.2026
Policy Verified by:	Sara Llewellyn (School Leader-CEO)
Date:	08.08.2026
Date for Next Review:	01.09.2027

**Confidentiality is something that is defined as
'the keeping of another person or entity's information which has been given
privately'.**

This policy applies to all staff employed by the school, including temporary, voluntary and agency staff. It also applies to school governors, volunteers, visitors on work experience placements and parent helpers. Maple Haven School, we respect the privacy of the pupils attending the school and the privacy of their parents or carers. Our aim is to ensure that all those using and working at Maple Haven School can do so with confidence and maintain good practice in a professional manner with regards to confidentiality.

Types of confidential information

Information that is regarded as confidential can relate to:

A variety of people: e.g. pupils, parents, staff/colleagues, school governors and job applicants.

A variety of matters: e.g. home addresses/telephone numbers, conduct and performance, performance, and development reviews, health/medical, pay and contracts, references, internal minutes/memos, confidential budgets/policy information or other personal information.

These lists are not exhaustive but will extend to cover any other information of a sensitive nature relating to employees, pupils, and others connected with the school and the work of the school itself.

Potential recipients of information

Within the course of daily operation, information related to the school, or those connected to the school may be requested by or supplied by, or passed on to a range of people.

This might include internal colleagues (teachers, support staff, school governor), colleagues in other schools, management teams, pupils, school governors, trade unions/professional associations, parents, partner organisations such as the Department for Education (DFE), and the Local Authority, the public, the press, contractors/potential contractors.

Great care must be taken by both the recipient and the supplier of information to ensure that it is dealt with in an appropriate sensitive manner.

Responsibilities

- Sensitive information should be kept secure.
- Filing cabinets should be kept locked when unattended.
- Child protection data should be kept in a separate secure filing cabinet.
- Sensitive information should not be left on desks or on the photocopier/printer.
- Papers should not be left lying around - if confidential materials are taken out of school - then precautions must be made to ensure they are not accessible to third parties.
- Copies of faxes and emails must be stored securely.
- Steps should be taken to ensure that private/confidential phone/video calls are not overheard.
- Meetings where sensitive information is being discussed should be held in a secure environment.
- Confidential paperwork should be disposed of by shredding correctly.
- Personal data should not be used for training purposes where appropriate fictitious data could be used.

Computer Data/Responsibilities

- Computer files should be kept securely by implementing the following:
- Computer data should not be left exposed to others' view when left unattended - machines should be switched off overnight, and screensavers used when unattended. If possible - a privacy screen also used when working on confidential information.
- Passwords should be used, and these not disclosed to colleagues unless necessary.
- Passwords should be changed periodically.
- Sensitive data should not be stored on public folders.
- Staff should use the school e-mail service for all school related e-mails.
- Any user IDs and passwords for computers should remain confidential.
- Computer files should be backed up regularly (to the cloud/usb) and not solely saved to the hard disk.

At Maple Haven school we will also respect confidentiality in the following ways:

- Parents can ask and have a right to see the records relating to their child but will not have access to information about any other pupils.
- Staff are only able to discuss individual pupils for purposes of planning and group activities.
- Staff are made aware of the importance of confidentiality during their induction process. They are all made aware that they should not promise confidentiality to pupils, parents and visitors and are to follow the safeguarding and child protection policies in place, ensuring that the safety and protection of pupils is paramount.
- If staff do need to break confidentiality, then, they know that pupils are reassured that if confidentiality has to be broken, that they will be informed first (if appropriate) and supported.
- Pupils are encouraged to talk to their parents/carers and the staff and offered support if needed and reassured that their best interests will be maintained.
- Information given by parents to school staff will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our

Safeguarding Policy). Parents are made aware that that the school cannot guarantee total confidentiality and the school has a duty to report child protection issues.

- Concerns or evidence relating to a pupil's safety, will be kept in a confidential file, and will not be shared within the school, except with the school Leader or a safeguarding lead if deemed necessary.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- Confidential records are stored securely in a lockable cabinet which are kept behind reception or in the school Leaders office.
- Students on work placements within the school and volunteers are also informed of our confidentiality policy and are required to respect it. They are also signposted to speak to the safeguarding leads or senior management team as soon as possible if there is a disclosure in confidentiality or any concerns.

Sharing information with outside agencies

- We will only share information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding pupils or criminal activity. The school are aware that Health professionals have their own code of practice dealing with confidentiality and will also respect this in a professional manner.
- If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.
- We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the pupils in our care. School staff are aware of who is the designated safeguarding lead if they have concerns or advice about confidentiality concerns. Maple Haven school will also consult with the local safeguarding board if there are any concerns or areas of doubt.

Data Protection Act / GDPR

- We comply with the requirements of the Data Protection Act 2018, regarding obtaining, storing, and using personal data. Referring also to The schools' GDPR policy.
- The consequences of revealing confidential information without authority
- Staff should ensure that they are familiar with this confidentiality policy and related policies. While there is an expectation that staff will use their professional discretion in applying the policy, if unsure they should always seek advice from the School Leader or the Deputy Headteacher
- Staff should be aware that serious breaches of the policy may result in disciplinary action being taken.
- The severity of the sanction will be assessed with regard to the potential harm the disclosure will have caused to the individual concerned. Some breaches of confidentiality could be regarded as potential serious or gross misconduct that could result in dismissal.

Our Data Controller is Sara Llewellyn

Our Data Processor is Sophie Illingworth

Our Data Protection Officer is Jamie Martin