



GUIDING SEND FAMILIES

Special educational needs & disabilities

Supporting children, young people and families through advocacy, mentoring, SEND guidance and preparation for adulthood.

CONFIDENTIALITY POLICY

Organisation: Guiding SEND Families

Policy Owner: Nicola Palfreyman (Sole Trader)

Version: 2.0

Effective Date: 16 July 2026

Review Date: 16 July 2027

Review Frequency: Annually

1. Purpose

This policy sets out Guiding SEND Families' commitment to maintaining the confidentiality of personal, sensitive and professional information obtained during the delivery of services.

It aims to ensure that information is handled lawfully, securely and respectfully while maintaining the trust and confidence of children, young people, adults, families and professionals.

2. Commitment

Guiding SEND Families is committed to protecting the privacy and confidentiality of everyone accessing its services.

Information shared during the course of service delivery will be treated with respect and will only be accessed, used or disclosed where there is a legitimate professional reason, legal obligation or safeguarding responsibility.

Confidentiality is recognised as an essential part of building trusting relationships while ensuring that the safety and wellbeing of children, young people and adults remains the highest priority.

3. Scope

This policy applies to all information obtained through the delivery of services provided by Guiding SEND Families, including:

- SEND advocacy
- EHCP support
- Parent and family support



Guiding SEND Families | ✉ Guiding-SEND-Families@outlook.com | 📍 West Oxfordshire & UK-wide Support

ICO Registration Number: ZC167648



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- Young people's mentoring
- Consultancy
- School and professional meetings
- Home visits
- Community-based activities
- Online and telephone support

4. Confidential Information

Confidential information may include, but is not limited to:

- Personal details
- Contact information
- SEND records
- Education records
- EHCPs
- Medical information
- Professional reports
- Meeting notes
- Emails and correspondence
- Safeguarding information
- Financial information where relevant to service provision

5. Maintaining Confidentiality

Guiding SEND Families will:

- Treat all information respectfully and confidentially.
- Only collect information necessary to provide services.
- Store records securely.
- Restrict access to confidential information.
- Follow the Privacy & Data Protection Policy.
- Comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

6. Information Sharing

Confidential information will only be shared where:

- The individual has provided consent, where appropriate.
- Sharing is necessary to provide agreed services.
- There is a safeguarding concern.
- There is a legal duty to disclose information.
- Sharing is necessary to prevent serious harm to a child, young person or adult.





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Where appropriate and safe to do so, individuals will be informed before information is shared.

7. Limits of Confidentiality

Guiding SEND Families cannot guarantee absolute confidentiality where information suggests that:

- A child is at risk of harm.
- A vulnerable adult is at risk of abuse or neglect.
- There is a risk of serious harm to any person.
- A criminal offence has been committed.
- Information must be disclosed under a legal obligation.

In these circumstances, information may be shared with the appropriate safeguarding or statutory agencies.

8. Record Keeping

Confidential records will be maintained securely and only retained for as long as necessary in accordance with the Privacy & Data Protection Policy and the Data Retention Schedule.

Records will be securely destroyed or permanently deleted when they are no longer required.

9. Breaches of Confidentiality

Any suspected or actual breach of confidentiality will be taken seriously.

Where appropriate, the breach will be investigated promptly, recorded and managed in accordance with the Data Breach Procedure.

Where required by law, the Information Commissioner's Office (ICO) and affected individuals will be informed.

10. Policy Review

This policy will be reviewed annually, or sooner if there are changes to legislation, guidance or working practices that may affect its content.

