



Confidentiality Policy and Agreement Version 4

Policy name	Owned by	Ratified by	Date	Review date
Equality Policy	Bristol Tuition Centre	Jo Vertannes	09.07.2018	09.07.2019

Policy Updates

Review date	Update Summary	Reviewed by:	Next Review:
09.07.2019	N/A	J.Vertannes	9.07.2020
05.01.2020	Data Protection added.	J.Vertannes	05.01.2021
26.05.2021	Updated procedure to include storing confidential records and financial records securely on a CRM/ financial database. Updated only using a child's initials in an sensitive email. Added procedure for staff not to discuss students in front of other students.	J.Vertannes	26.05.2022
10.05.2022	Full policy review	J.Vertannes	10.05.2022
11/09/24	Full policy review	L.March	11/09/25

Introduction

At Bristol Tuition Centre we work very closely with pupils and their families on a day-to-day

basis. It is a legal requirement for the centre to hold relevant information for each child and their families, which remains confidential at all times. This information is used for registers, invoices, emergency contacts and monitoring progress and wellbeing. All records will be stored in a locked cabinet/ or password protected file, in line with the Data Protection Act 1998 and the Human Rights Act 1998.

Confidential issues may include:

- Pupil details – including learning needs and behaviour.
- Parent/carer details – including their domestic circumstances.
- Sensitive information including safeguarding concerns.
- Working practices and policies.
- Financial information.
- Staff details.
- Staff performance information.

Principles

It is our intention at Bristol Tuition Centre to respect the privacy of pupils and their families. This is achieved by:

- Storing paper confidential records in a locked filing cabinet.
- Storing confidential records securely on a CRM database.
- Storing financial records on a secure database.
- Storing paper confidential records in a locked filing cabinet.
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the centre.
- Ensuring that parents/carers have access to files and records of their own children, but not to those of any other child.
- Gaining parental permission for any photographs of the children to be used within the centre or on social media.
- Ensuring that staff maintain professional relationships with all parents and carers. Please see the Employee Code of Conduct.
- Ensuring that staff are aware that information held for each child is confidential, and only to be used within the nursery setting. If any of this information is requested for whatever reason, the parent's permission must always be sought.
- Ensuring that staff, student and volunteer inductions include an awareness of the importance of confidentiality.
- Ensuring that staff, students and volunteers are aware of, and follow, the centre's GDPR

and Data Protection Policy, and Social Media Policy in relation to confidentiality. • Ensuring that any concerns/evidence relating to a pupil's personal safety are kept in a secure, confidential file (paper copies in a locked cabinet and online files password protected). This information must be shared with as few people as possible on a need to-know basis. If however, a child is considered at risk, the centre's Safeguarding Children and Young People Policy will override confidentiality.

Mandatory Procedures

- All areas of confidentiality must be adhered to at all times. At no time whilst in employment and after termination of employment with Bristol Tuition Centre are staff to divulge any of our clients details, working practices, policies or financial dealings to any other party.
- No information regarding students and their families/ carers is to be discussed with anyone outside of the staff team and this includes discussions in front of other students. • Staff must only use the child's initials when sending emails that discuss a student in a sensitive manner.
- The Safeguarding Team should use email encryption to send secure emails of a highly sensitive nature to external parties.
- Welfare checks and information requested by statutory services such as Children and Families/ Police must be passed on to the Safeguarding Lead/ Deputies. • Information requested by voluntary agencies must only be shared with prior permission granted by the parent/ carer.
- Information relating to staff performance issues must be treated as highly confidential and only shared with members of the SLT or Seniors on a need to know basis. • When feedback is given at the end of each student's session staff must ensure that it is done in a professional way.
- Staff members must not use any form of recording devices to record any pupils, clients, partners or members of staff.
- Staff must ensure they are aware of and follow our GDPR and Data Protection Policy in relation to confidentiality.

The inappropriate sharing of information is treated as misconduct and in some cases, dependent on its nature; gross misconduct.

**Confidentiality
Employee Agreement**

I undertake to comply with Bristol Tuition Centre's Confidentiality Policy, in that I will not disclose to any third party confidential information about any person using the services of the organisation during the course of, or after I finish my role with Bristol Tuition Centre except within the parameters set out in the policy. I understand that my right of access to data concerning clients is only to be used for the purpose of my role with Bristol Centre.

Staff Name:

Signature:

Date: