

Confidentiality Policy

Confidentiality Statement

All information that you give us is handled in strict confidence. We will not discuss your case or pass on your details to others without your permission. This includes with family members, schools and other Doncaster Council services.

We use the information that you give us to:

- Offer information, advice and support that is relevant to your personal circumstances
- Identify and build up anonymous statistics
- Help ensure that the service is working effectively and to influence service improvement across Doncaster.

To ensure confidentiality we will:

- Ask for your permission before accessing any records held about your child/young person from any other agency
- Only accept self-referrals directly from service users
- Only hold information that is relevant to our involvement with you
- Comply with all data protection requirements.

We will not share any information that you give us without your consent except when we have reason to believe that a child, young person or vulnerable adult is at risk of harm. This may be if a member of staff or a volunteer is told about actual abuse, they suspect abuse or if they're told by a third party of suspected abuse.

Any information shared with us stored and protected in compliance with the Data Protection Act and under the General Data Protection Regulation (GDPR). Our [Privacy Notice](#) sets out what you need to know about how Doncaster Council will use your information in relation to your enquiry to Doncaster SENDIAS.

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