

Confidentiality Policy



Review Date October 2025

Next Review October 2027

Data Protection Officer Chris Cook (Interim CEO)

Data Protection Director Pippa Forde

Chair of Directors Richard Baker

Signed Date

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Crawley Community Youth Service Limited | Company No. 07628290 | Charity Reg. 1142923

Purpose

Crawley Community Youth Service Ltd (CCYS) is committed to providing a safe environment for young people, staff, and volunteers. CCYS recognises that trust is essential for good youth work and is the foundation for all relationships. Maintaining confidential information is an integral part of building trust between young people, volunteers and the organisation and will be always respected, apart from where it conflicts with reporting child protection duties.

In addition, the Data Protection Act places an obligation on all organisations to implement the 8 guiding principles when obtaining, handling, and storing personal information.

Operating the Procedure

What we offer young people

A Confidentiality Statement will be available and / or on display at every session we operate. This statement should be explained to young people when they join a club and then reminded if they intend to tell staff or volunteers something confidential.

Young people should be able to discuss things that matter to them. However, no young person can be offered unconditional, absolute confidentiality. Under most circumstances our staff or volunteers will not discuss a young person, or their situation with anyone else other than their line manager if they have any concerns.

Staff and volunteers will not normally tell anyone else that a young person has spoken with them privately, unless they give their consent. The following exception applies:

- A youth worker is given information which leads them to think that the young person, or someone else, might be at risk of serious harm. The worker should seek advice from their line manager and consult the Safeguarding Policy. The young person must be informed that we cannot keep this information confidential – be open and honest with the young person and work out a plan of action with them.

Our expectation of Directors, staff, and volunteers

All Directors, staff and volunteers are expected to uphold the organisations commitment to confidentiality. This means that we are expected to:

- Keep records, files and documents stored in a safe and secure manner.
- Not discuss any information given by a young person in confidence, unless they have a child protection concern, or the young person gives their permission.
- Tell a young person when information cannot be kept confidential (i.e. a child protection concern)
- Encourage a young person to talk to other people (e.g. parents or guardians) or professionals where they feel it would be in the young person's interest.

Workers can expect that CCYS will:

Provide them with a suitable means for storing confidential documents.

Ensure that their own information (e.g. medical or emergency contact information is stored securely, is kept confidential and only seen by colleagues in relation to their role

Safely destroy personal information when any staff or volunteer ceases to work for the organisation.

Take disciplinary action where the Confidentiality Policy is not upheld (unless due to child protection concerns or a court order has been issued).

Parents/Guardians

Parents/Guardians of young people attending (organisation/club) can expect that the information they provide (e.g. medical information, contact information) will:

- Be kept in a secure, confidential manner and only used for the purpose provided (i.e. to safeguard the health and wellbeing of the young person)
- Enable CCYS to ensure that parents receive information that is necessary e.g. newsletter's, letters, and emails regarding information about upcoming events, fundraising activities, and club activities.
- Not be sold.
- Will not share with other organisations without prior consent.