Confidentiality Policy

Review Date November 2026

Next Review October 2027

Data Protection Officer Chris Cook (Interim CEO)

Data Protection Director Pippa Forde

Chair of Directors Daran Bennett

Signed

Date

Dormans Youth Arts Centre, Dormans, Gossops Green, Crawley RH11 8HZ
01293 526388 | info@ccys.org.uk | www.ccys.org.uk
Crawley Community Youth Service Limited | Company No. 07628290 | Charity Reg. 1142923

Purpose

Crawley Community Youth Service (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.

All personal and confidential information will be handled responsibily in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Confidentiality is important in maintaining trust, but it is not absolute. Information may need to be shared where there are safeguarding concerns, a risk of harm, a legal requirement or another lawful reason to do so.

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 made aware, in an age-appropriate way, of what confidentiality means and the circumstances in which information may need to be shared.

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. Where appropriate, advice should be sought from their line manager or the Designated Safeguarding Lead.

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.

Staff and Volunteers 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 appropriate action where this policy is not followed, Where the breach involves an employee, this may be dealt with under the Staff Disciplinary Procedure or other appropriate process.

Parents/Guardians

Parents/Guardians of young people attending our activities 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.
- Be used where appropriate to communicate important information about CCYS activities, events, newsletters and other relevant updates.
- Not be sold.
- Not be shared with other organisations unless consent has been obtained or there is another lawful reason to share the information, such as safeguarding, protecting someone from harm or meeting a legal obligation.
- CCYS will only collect and retain personal information that is necessary for its activities and responsibilities and will handle this information in accordance with its Data Protection Policy and privacy arrangements.

Related Policies

- Safeguarding Policy
- Data Protection Policy
- Staff Disciplinary Procedure