



Hope Wisdom Freedom

What is confidentiality?

Confidentiality is about keeping our conversations and any records that we hold about you private. We will keep all our dealings with you confidential. Your school and parents will know that you come to see us, but they won't know the details we talk about unless you give us permission to share this information.

At the end of our series of sessions we provide the person who has arranged for us to work with you with an Impact Report. We write this with you and only include the information you are happy to have in there. It shows how much progress you have made. Once you are happy with the content, this can be shared with your school or parents/carers.

Will you ever tell other people what we talk about?

We will only share the information that you give us if:

- You ask us to and give your permission. You can decide who we can share it with and what we can tell them.
- We are concerned you or someone else is in danger, for example if you tell us you or a friend are being abused. Sometimes we have to do this even if you don't want us to so that we can keep you or someone else safe.
- The law says we have to, for example if you were involved in a court case

Our coaches will sometimes talk privately with their supervisor about the children they work with and ask for advice. This is kept confidential between the coach and their supervisor.

How do you keep my information secure?

We make confidential notes on our computers. These are password protected and our computers are not shared with others. They have up to date security software installed. Our staff have completed data handling and cyber security training.

What happens if you accidentally share my information with someone you shouldn't?

We will tell you and your school and apologise. If this happens and you want to make a complaint, you can use our complaints procedure, found in the documents section of our website.