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Inspire a love of learning, within a nurturing Christian environment

Confidentiality Policy

Brockenhurst CE Primary School,
Pre-School, & Nursery

Approved by:	Board of Governors	
Last reviewed on:	September 2026	
Next review due by:	September 2028	

Confidentiality Policy
2026-2028

All members of staff, governors, volunteers and students working on the school site should be clear about the levels of confidentiality that they can offer to the school community and expect for themselves.

A clear, explicit and well publicised confidentiality policy ensures good practice throughout the school which staff (including staff from external agencies), governors, volunteers, students, parents and pupils can easily understand. It seeks to implement and address the issues which may arise about confidentiality. It is committed to developing creative and positive ways for the child's voice to be heard whilst recognising the responsibility to use hold and safeguard information received.

When considering confidentiality the following publications can be consulted.

- Guidance to schools on Sex and Relationship Education (DfES)
- What to do if you are worried a child is being abused (DoH)
- Developing sex and relationships education in schools – guidance and training for school governors (SEF/NCB)
- HIV in Schools – good practice guide (NCB)
- National Healthy Schools Status (A Guide for Schools)

The policy applies to

- All teaching and non-teaching staff employed by the school
- All external staff working with pupils in the school
- Volunteers and students working in the school
- Governors

Support and training available to staff

- Induction of new staff
- INSET training
- Diocesan training
- Hampshire Children's Service training

The following aspects are relevant to all school staff members (including governors, volunteers and students):

Confidentiality and pupils

We recognise that there are occasions when pupils are worried about something and feel that they cannot talk about it to their parents/carers. This can result in enormous stress for the individual which impacts on their education and health. Some pupils may feel that they can turn to teachers and other staff members for support and we want to be as helpful as we can whilst recognising that there may be some potential difficulties in being supportive.

You should adhere to the following policy:

- When talking with pupils, it is important for you to be aware of maintaining your professional boundaries.

- When a pupil first begins to talk about something where confidentiality may become an issue, the Headteacher should be included in the process to provide support for the pupil and member of staff. It must be made clear that unconditional confidentiality cannot be offered.
- Pupils should be warned that if there is a child protection issue where the pupil, or others, are likely to be at risk of significant harm, you are under a duty to inform the school's Child Protection Liaison Officer who may have to involve other agencies. (Please refer to the school's child protection procedures for further advice on this aspect). It is important that each member of staff deals with this sensitively and explains to the pupil that they must inform the appropriate people who can help the child, but that they will only tell those who need to know in order to help.
- In all cases where it is necessary to break confidentiality with the pupil, they must be informed and reassured that their best interests will be maintained.
- In talking with pupils, they should be encouraged to talk to their parent/carers about the issue that may be troubling them and support in doing this should be offered where appropriate.
- Information about individual pupils obtained through observation or conversation should be respected and passed only through the professional channel of class teacher or member of the Senior Management Team and not disclosed to <u>any</u> person outside the school, including parents.

Confidentiality and information about parents and families
Family issues which might affect a pupil may only be disclosed to us if families can be sure the information will be treated confidentially. We will respect the wishes of the family and where it is felt necessary to share the information given to us, this will be discussed with the parent first unless a pupil is considered to be at immediate risk and/or there is an overriding child protection concern.

Confidential matters concerning staff and governors
All staff can normally expect that their personal circumstances and health will remain confidential unless

- It impinges on their terms of contract
- Endangers pupils or other members of staff
- There is a legal obligation to disclose such information
- It is necessary for legal proceedings
- Despite the duty of confidence, the staff member's interest or the wider public interest justifies disclosure.

Recorded Information
Recorded information of a confidential nature concerning staff, governors, volunteers or pupils must be kept in a lockable cabinet. Information must not be left unsecured or lying around. Confidential information must never be left on an unattended computer screen. Confidential information being entered into a computer should be password protected – e.g. on the school network.

Transfer of Information
Confidential information about staff, governors or pupils will be transferred to people outside the school under the circumstances listed below:

a) When disclosure is required by a warrant or a court order
b) When an employee, governor or volunteer considers that a non disclosure would pose a serious risk to the welfare of a child or employee, governor or volunteer.
c) When an employee, governor or pupil leaves or moves to a new school or employer.

When transferring information care must be taken to ensure that it is accurate.
When transferring information to outside agencies, the credentials of those who will receive the information should be verified. If there is any doubt, no information should be transferred to them.

- Where confidential information is transferred by post, it should be clearly addressed to the person who has the right to receive it and marked 'confidential'.

- Where the information is transferred by phone, it should only be given to the person authorised to receive it.
- We should avoid transferring confidential information by fax but if this is essential, the recipient must be contacted by telephone to advise them of the fax.
- Common transfer forms (CTF) for pupil data will be transferred electronically using the DFES secure website.

When information is picked up in person, eg., when a cohort of children transfer to junior school, we will only release it to an authorised person.

All information should be transferred only to people who have a right to receive it. When transferring information about a named person, due regard should be given to protecting the confidentiality of information regarding anyone else referred to within that information.

Legal Documents concerning children are to be held securely by school and returned to the parent who gave the school the document in the first place – in certain circumstances documents will need to be signed for. E.g. Passports for school visits abroad.

Retention of Records
Records of pupils must be kept whilst the child attends Brockenhurst CE Primary School & Pre-School. After this time, any relevant records must be transferred to the pupil's future school. Any confidential information that is not relevant and therefore not transferred must be disposed of confidentially.

Records of employees and governors must be kept whilst a person is employed at Brockenhurst CE Primary School & Pre-School. After this time, any relevant information must be passed to the employee's new employer. Any confidential information that is not relevant and therefore not transferred must be archived if required, or disposed of confidentially.

Internal Information
The content of staff meetings, internal communications and staff notice boards is classed as confidential information and should be treated as such according to this policy.

Linked policies
The confidentiality policy is supported by The Behaviour, Anti-bullying, Child Protection, Health and Safety, PSHE, Drug Policies.

Consultation Documents

- **Guidance to School on Sex and Relationships Education**
  Department for Education and Skill (Ref DfES 0116/2000)
- **What to do if you're worried a child is being abused**
  Department of Health
- **National Healthy Schools Status – A Guide for Schools**
- **www.wiredforhealth.gov.uk**