



1. Policy Statement

Alpha Training is committed to maintaining the highest standards of confidentiality in all areas of our work. We recognise that learners, parents/carers, staff, and external professionals entrust us with sensitive information and expect it to be handled with care, discretion, and integrity.

This policy sets out how confidential information is managed, stored, shared, and protected within Alpha Training, in line with the **Data Protection Act 2018, UK GDPR**, and our safeguarding responsibilities.

2. Aims of the Policy

- To ensure all personal and sensitive information is handled securely and respectfully.
- To promote trust and transparency in how information is managed.
- To define clear guidelines for staff on confidentiality and data sharing.
- To support compliance with legal and ethical obligations.

3. Scope

This policy applies to:

- All staff (teaching, support, admin, volunteers, and contractors)
- All learners and parents/carers
- Any third parties who have access to data or information through working with Alpha Training

It covers all forms of communication and storage, including:

- Verbal discussions
- Paper records
- Emails and digital files
- Online platforms and messaging systems

4. Key Principles

- **Right to Privacy:** Everyone has the right to have their personal information kept private unless there is a legal or safeguarding duty to disclose.
- **Need to Know:** Information is shared only with those who need it to carry out their role.
- **Transparency:** Learners and families will be informed about how their data is used and stored.
- **Safeguarding Comes First:** If confidentiality conflicts with safeguarding or welfare concerns, the duty to protect overrides the duty to maintain confidentiality.

5. Types of Confidential Information

Confidential information includes (but is not limited to):

- Personal details (names, addresses, contact details)
- Medical or mental health information
- Special educational needs (SEN) or EHCPs
- Disciplinary or behavioural records
- Family or social circumstances

Confidentiality Policy



- Staff HR and employment data

6. Responsibilities of Staff

All staff must:

- Treat all information about learners and colleagues with care and discretion.
- Only share information internally when necessary and appropriate.
- Never discuss confidential matters in public or shared spaces.
- Store records securely (locked cupboards or password-protected files).
- Report breaches of confidentiality immediately to the Head of Centre or DSL.
- Complete data protection and safeguarding training regularly.

7. Sharing Information

Information may be shared without consent if:

- There is a safeguarding concern or risk of harm.
- It is required by law or a court order.
- It is necessary to prevent a serious crime.
- It is in the public interest.

Whenever possible, the person involved will be informed that information is being shared, unless doing so would place them or others at greater risk.

8. Breaches of Confidentiality

Breaches of confidentiality will be treated seriously and may result in:

- Internal disciplinary action
- Reporting to relevant authorities (e.g. ICO, local authority)
- Further training or professional review

9. Monitoring and Review

This policy is reviewed annually by the Senior Leadership Team to ensure it remains up to date with legal guidance and best practice. All staff are expected to read and sign this policy as part of their induction and ongoing compliance.

Approved by: Michelle Howdle