

Our Commitment to Confidentiality

We understand that families, children, supporters, volunteers and staff place their trust in us when they share personal information. Protecting that information and respecting people's privacy is a responsibility we take seriously.

Keeping Information Safe

We are committed to using personal information with care, respect and sensitivity. Any information shared with us will be handled securely and only used for appropriate and lawful purposes.

We will:

- Keep personal information safe and secure.
- Respect the privacy of children, families, supporters, volunteers and staff.
- Only share information when there is a legitimate reason to do so, or where we have a legal duty to share it.
- Follow relevant laws, regulations and good practice relating to confidentiality and data protection.

Our Responsibility

Everyone working for or on behalf of the organisation has a responsibility to protect confidential information. This includes staff, volunteers, trustees, contractors and anyone else acting on our behalf.

We expect everyone to:

- Treat personal information with care and respect.
- Access information only when it is needed for their role.
- Handle information securely and appropriately.
- Report any concerns about confidentiality promptly.

Supporting Good Practice

We provide training and guidance to help our staff and volunteers understand their responsibilities and ensure confidential information is handled safely and appropriately. [\[](#)

Equality, Diversity and Inclusion

We are committed to treating everyone fairly, with dignity and respect. This statement is applied consistently and without discrimination.

Putting Trust at the Heart of What We Do

Confidentiality is an important part of the care, support and services we provide. By handling personal information responsibly, we help create an environment where children, families and supporters can feel confident that their information is respected, protected and used appropriately.