

Hackney Special Educational Needs and Disability Information, Advice & Guidance Service (SENDIAGS)

Confidentiality Policy

Hackney SENDIAGS works with you, as a child/young person or parent/carer of a child/young person who has, or may have special educational needs (SEN) or a disability if you invite us to do so

In exceptional circumstances, SENDIAGS staff may make contact with parents/carers or children/young people who have been referred to SENDIAGS. However, we will only do so where it is clear that the person making the referral has first obtained the parent/carer's or child/young person's agreement to their contact details being passed on to SENDIAGS

Data Protection

Information about you and your child/young person is held by SENDIAGS in a password protected custom designed cloud based database, accessed only by this service. Personal data is not shared with any other services without your explicit consent, unless there is a child protection issue. Paperwork files containing occasional print outs from the database, referral forms and copies of letters and documents you may have given us are kept in individual folders in a locked filing cabinet to which only SENDIAGS staff have access

If a request is made under the Freedom of Information Act, the Head of SENDIAGS will send copies of the requested notes directly to parents/carers or young people as appropriate

SENDIAGS will not share information about you or your child with anyone without first getting your consent

Consent

SENDIAGS staff must always obtain your consent before requesting information from HLT staff relating to you or your child with SEND
SENDIAGS staff must obtain your consent before discussing you or your child with SEND with school, college or HLT staff
In exceptional cases, SENDIAGS staff may consult HLT case files relating to you or your child, but will obtain your consent first

EHCPs and Statements of SEN are confidential documents and may not be copied or passed to third parties without the consent of parents/carers or young people.
SENDIAGS staff will ensure the safety of all stored documents