

Confidentiality and Privacy Policy

1. Policy Statement

Learn With Confidence (LwC) is committed to protecting the privacy and confidentiality of all personal and sensitive information it collects and processes. This policy outlines how LwC ensures that information related to students, parents, carers, tutors, staff, and other stakeholders is handled in a secure, transparent, and lawful manner. LwC adheres to all relevant legal obligations to protect personal data and ensures that confidentiality is maintained in all aspects of its operations.

2. Aims

The aims of this policy are to:

- Ensure that all personal information is handled in compliance with relevant data protection laws.
- Provide clear guidelines on how personal and sensitive information is collected, stored, and shared.
- Protect the privacy of all individuals associated with LwC, including students, families, tutors, and staff.
- Ensure that all data is handled in a secure and transparent manner, safeguarding confidentiality at all times.

3. Scope

This policy applies to:

- **Students:** Personal and sensitive information related to students enrolled at LwC.
- **Parents/Carers:** Information collected from parents and carers during the course of service provision.
- **Tutors and Staff:** Personal data related to self-employed tutors and LwC staff members.
- **Other Stakeholders:** Any other personal information collected from third parties involved in LwC activities.

4. Key Principles

LwC adheres to the following principles regarding confidentiality and privacy:

- **Lawful Processing:** Personal data will only be collected and processed in accordance with relevant legal bases.
- **Data Minimisation:** LwC will collect and retain only the necessary information for its operational purposes.
- **Confidentiality:** All personal data will be treated as confidential, with access restricted to authorised personnel.
- **Transparency:** LwC will inform individuals about the data it collects, how it is used, and who it may be shared with.
- **Security:** Appropriate measures will be taken to protect personal data from unauthorised access, loss, or misuse.

Learn with Confidence
5 King Court, Harwood Road, Horsham, RH13 5UR
Email: kat.perry@learnwithconfidence.co.uk
Tel: 01403 586029
Learnwithconfidence.co.uk

5. Data Collection and Use

LwC collects personal information from students, parents, tutors, staff, and other stakeholders in order to:

- Provide personalised educational services.
- Fulfil legal and regulatory requirements.
- Manage relationships with families, tutors, and staff.
- Monitor and improve the quality of services provided by LwC.

All data collected will be handled in accordance with this policy and relevant data protection legislation.

6. Confidentiality in Day-to-Day Operations

- **Tutors and Staff:** All tutors and staff are required to maintain the confidentiality of student and family information. They must ensure that personal information is shared only with authorised individuals and for legitimate purposes.
- **Students and Families:** Confidential information about students and families will be shared only with relevant parties (e.g., healthcare professionals, educational institutions) with the consent of the family or as required by law.

7. Data Storage and Security

- Personal data is stored securely, whether in digital or paper form.
- Access to personal data is limited to authorised personnel, and data is only used for legitimate purposes.
- LwC ensures that all data is protected from unauthorised access, alteration, or loss through the use of encryption, passwords, and secure storage facilities.

8. Sharing and Disclosure of Information

LwC will only share personal information with third parties in the following circumstances:

- When required by law or regulation.
- With the explicit consent of the individual or their parent/carer.
- When necessary to protect the safety or wellbeing of an individual.
- To authorised third-party service providers who assist in the delivery of LwC's services (e.g., IT providers).

All third-party service providers must agree to comply with LwC's confidentiality and privacy standards.

9. Retention and Disposal of Data

LwC will retain personal information only for as long as necessary to fulfil the purposes for which it was collected, or as required by law. When personal data is no longer needed, it will be securely deleted or destroyed in accordance with LwC's data retention guidelines.

10. Breaches of Confidentiality

Any breach of confidentiality, whether accidental or intentional, will be taken seriously and dealt with in accordance with LwC's internal procedures. In cases where a breach of personal data occurs, LwC will follow the necessary steps as outlined by data protection regulations.

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11. Key Legislation

- General Data Protection Regulation (GDPR) 2018
- Data Protection Act 2018
- Human Rights Act 1998
- Children Act 1989
- Freedom of Information Act 2000
- Safeguarding Vulnerable Groups Act 2006
- KCSIE 2024
- Working Together 2018 and 2023

12. Key Policies Referenced

- Safeguarding and Child Protection Policy
- Data Protection Policy
- Online Safety Policy
- Whistleblowing Policy
- Grievance and Disciplinary Policy

13. Monitoring and Review

This policy will be reviewed annually by LwC leadership to ensure it remains compliant with legal requirements and best practices in confidentiality and privacy.

Version Control			
Version No.	Date	Author	Notes
1.0	15 th October 2024	K Perry	Initial Draft
1.1	01.09.2025	KP	