



## Confidentiality Statement

**The Adult Skills and Learning Service respects learners' rights to confidentiality and recognises that it provides a wide range of services that could result in learners or potential learners sharing personal or sensitive information about themselves.**

Learners should be able to expect that all information from which they can be clearly identified will be used only for authorised purposes, kept secure, be accurate, and kept no longer than is necessary.

The Adult Skills and Learning Service requires learners to allow us to share their personal and course details with the Learning and Skills Council in order to claim funding for them and to establish a Unique Learner Number for them. We also share some of their information with awarding bodies in order to claim accreditation. Learners sign on the enrolment form to give their permission in this regard.

The service will only share information about enrolment, attendance or achievement with a third party with the learner's written permission.

### **Disability Disclosure**

Learners or staff are entitled not to disclose any disability or impairment and we should respect that right.

Learners or staff who disclose a disability or impairment have the right to expect that information to be shared with relevant people within the organisation for the purposes of meeting reasonable adjustments or needs. They shouldn't be expected to disclose their needs repeatedly. ie a learner who requires a hearing loop shouldn't have to ask for it to be made available each week or when they enrol on a different course. It is important, therefore, that notes are made on the TERMS database and the disability information completed.

However it is important to maintain the confidentiality of their disclosure. Therefore it is not expected that these issues would be discussed in front of other learners, staff, the public etc.

### **Limits of confidentiality**

There may be occasions when it is not possible or appropriate for a member of staff to maintain confidentiality. These circumstances are exceptional and extremely rare and would relate to the following kinds of circumstances:

- Illegal acts against or abuse of children or vulnerable adults
- Prevention of terrorism
- Attempted suicide where the member of staff believes there is a serious or imminent risk of death or serious harm.
- Physical violence against oneself (self harm) where the member of staff believes there is a serious or imminent risk of death or serious harm.
- Physical violence against others where the member of staff believes there is a serious or imminent risk of death or serious harm.

Decisions to breach confidentiality to a third party (eg police, ambulance or social services) should not be taken by one individual alone. If a decision to breach confidentiality is being considered it is the responsibility of the member of staff to seek advice from their line manager, a Senior manager or the Head of Service.

These guidelines should be read in conjunction with **Leicester City Council Guidelines on Data Protection and FOI** available on the Council Intranet site or website at <http://www.leicester.gov.uk/your-council--services/council-and-democracy/data-protection-and-foi>