



Confidentiality Statement

All information relating to you and your child(ren) is respected as confidential information.

It is our intention to provide information and support that empowers you to resolve any difficulties for yourself. However, sometimes you may benefit from us acting on your behalf. This will only happen if you have requested it, or if we suggest it and you have agreed to it.

When you contact us, we will take your details and add them to a secure database. This will then be shared with an appropriate adviser in the team who will contact you to offer support. This information is not shared with any other organisation or any other service within The Rose Road Association. We may also contact you for feedback about our service.

The only reason we would disclose information without your permission, would be if we identify a possible child or adult safeguarding issue. In this instance, we would follow our safeguarding procedures.

To ensure that your information is secure, we will take all reasonable measures to protect it. All your information will be:

- ✓ Individually password protected
- ✓ Stored in a secure data base
- ✓ Hard copies locked away safely

For more information, please see our Confidentiality and Disclosure of Information Policy available from the office or SENDIASS website www.southamptonsendiass.info. Please speak to your SENDIASS Adviser, if you have any concerns or questions by calling 0300 303 2677 or email southamptoniass@roseroad.org.uk

You have a right to request a report of your personal information held about you. This request should be made in writing to the manager Ashley Raynor, Bradbury Centre, 300 Aldermoor Road, Southampton SO16 5NA. Email ashleyraynor@roseroad.org.uk