

Confidentiality Policy

Littlehampton Child Contact Centre will respect the confidentiality of all family members other than in the following circumstances:

- A concern about the welfare of a child - which will be passed to Children's Services and/or the police.
- A concern about physical or verbal violence to a user or volunteer of the Contact Centre - which will be passed to the police.

This Policy should be read in conjunction with the Data Protection, Information Security and Privacy Policies. Access to information and the rules of disclosure of information will only be released in accordance with the Subject Access Request Policy.

These circumstances apart, volunteers will NOT:

- Discuss or disclose any details relating to a family outside the Child Contact Centre or to any other person other than the Co-ordinator / Deputy Co-ordinator.
- Make verbal or written reports in any family proceedings.
- Pass a parent's details such as his/her address and telephone number to any other person (including their former partner) or agency without their permission.
- Allow solicitors, CAFCASS Officers, Social Workers or any other individual or agency to carry out family assessments on Child Contact Centre premises unless there is an express agreement which allows them to do so.
- Take up a role at the Child Contact Centre until cleared by the Disclosure and Barring Service (DBS).

The Co-ordinator / Deputy Co-ordinator WILL:

- Keep all information relating to families and volunteers in a secure place at all times in accordance with the Data Protection, Privacy and Information Security Policies.
- If requested, only release the dates and times of a family's attendance to referring agencies, no other reports will be made.
- Dispose of (as confidential waste) all information relating to families and volunteers which has not been used for three years, except in the case of the accident book, which will be kept indefinitely.

- Use secure email system, such as Egress, when communicating with Local Authority.
- Ensure that electronic devices are password protected.

Child Contact Centre users, referrers and volunteers will all be made aware of the existence of this policy and have access to it via the website or upon request.

This policy will be reviewed and, if necessary, updated annually.

*Reviewed and approved: August 2026
Due for review on or before: August 2027*