



Prospects Learner Confidentiality Policy

Purpose

To ensure that learners' rights to confidentiality of personal information are protected.

Values

Prospects believe that all learners should have the right to expect that personal information held about them will be treated with confidentiality and with respect.

Scope

Personal information may be held about learners at many stages of the learner journey, including:

- At enrolment, for purposes of funding and award registration
- When disclosing information about a disability or learning need
- During information, advice or guidance sessions or discussions
- When being referred for additional or specialist information or support
- During assessment and review
- During completion of Individual Learning Plans.
- When giving feedback.

Learners have rights under the Data Protection Acts 1984 and 1998. These protect personal information from being used inappropriately. Under the Acts, this information must be destroyed when it ceases to be relevant. Everyone also has a right to see information held about them if they ask.

Prospects are ICO registered for data protection , registration number Z1989091

Policy

The Prospects policy requires that:

- All staff and volunteers maintain a high standard of confidentiality
- All staff and volunteers are made fully aware of the Prospects policies on Data Protection, privacy and confidentiality
- All staff abide by the principles of these policies, and report any



- breach in confidentiality or weaknesses in the systems guaranteeing confidentiality
- Where there may be legal requirements for disclosure
- Individuals are made aware of:
 1. Their entitlements to confidentiality and transparency
 2. Their right to see any personal information held about them
 3. Their right to refuse to give personal information and any likely impact on them, e.g. Learner Support Fund refusal
 4. How information collected about them is used and stored.

Implementation

All staff and are responsible for implementing the Confidentiality Policy according to their roles. Breaches of confidentiality or weaknesses in systems should be reported to line managers and action taken fed back nationally to an appropriate director.

Management

Management Teams will be responsible for providing staff/assessors with information regarding Data Protection, confidentiality and privacy.

Monitoring

- By Management Teams
- Through learner feedback
- Through course portfolios