

# **Wolverhampton Information, Advice and Support Service**

## **Confidentiality Policy**

This policy should be read in conjunction with our Impartiality Policy and Privacy Policy.

The role of the Wolverhampton Information, Advice and Support Service (IASS) is to ensure children, young people, and their parents and carers have access to free confidential and impartial information, advice and support about special educational needs and disability so they can make informed decisions about individual needs. This is achieved by working in partnership with them, providing information, services and training, working with relevant agencies and ensuring their views influence local policy and practice.

In order to provide a confidential service Wolverhampton IASS will always inform families that any information they give to the service is confidential and will not be passed on unless their agreement is given. This also includes confirming whether an individual has used the service. IASS will not contact any other professional involved with the family without seeking permission.

Young people, parents and carers will be asked their permission for IASS to hold information on a secure database created solely for the use of IAS services by a non-council company. The database is secured by a two-stage password log in process and only accessible by staff actively working within the IASS. Details are kept only for, and for use by IASS. Exceptions may be when there are concerns about safeguarding or criminal activity or for the prevention of fraud.

Under the Children and Families Act 2014, children have the right to access information, advice and support away from their parents and carers, permission to share information must be given by the child or young person.

We take our responsibilities seriously and use personal information fairly, correctly and safely in line with the legal requirements under the Data protection Act 2018, set out by the General Data Protection Regulations (GDPR). If you would like to know more about how we look after your personal information, or would like to request a copy of the personal information that we hold about you, you can contact us:

by phone: 01902 556945

by email: [ias.service@wolverhampton.gov.uk](mailto:ias.service@wolverhampton.gov.uk)

by post: Wolverhampton Information, Advice and Support Service, The Gem Centre,  
Neachells Lane, Wednesfield, Wolverhampton WV11 3PG

You can find out more about how and why we use and hold your information in our  
Privacy Policy.

To ensure our Confidentiality Policy is effective all IASS staff will receive a copy of  
the policy and understand how the policy is embedded in all aspects of IASS  
activities. The policy will be reviewed annually and published on the IASS website  
[www.wolvesiass.org](http://www.wolvesiass.org).

Reviewed March 2026

