

Confidentiality and Data Protection Policy

January 2023

Patsy Holbrook, operating under the name 'Key2Confidence' offers a mentoring, coaching, advice and support service for autistic children, young people and adults (hereinafter called 'mentees').

Key2Confidence operates under the website www.key2confidence.co.uk

Key2Confidence is committed to protecting the privacy of information provided by mentees and their families.

Collection of Personal Information

Key2Confidence may collect information about the mentee in spoken or written form directly from mentees or their parents/carers (if under 18 years old). With personal or parental consent, Key2Confidence may collect information from other professionals working with them, such as educational staff and health care professionals. Key2Confidence may also collect information about family members where this relates to the mentee, e.g. contact information for parents/carers, relevant medical developmental history/information.

You may access the Key2Confidence website without providing personal information: however, if you wish to make an enquiry via the website, you are required to provide your name, email address and contact telephone number to enable Key2Confidence to respond to your enquiry. You may add comments or queries which might also contain personal information.

If your enquiry does not result in engagement with Key2Confidence, this personal information will be held securely on file for a maximum of six months and then will be deleted, unless you have consented to the information being retained. If a mentee subsequently engages with Key2Confidence, these details may be added to their personal record.

The website contains links to other internet sites which are outside of Key2Confidence's control and are not covered by this privacy and data protection policy. Key2Confidence is not responsible for data you provide through any linked websites.

Use of Personal Information

Personal information collected via the Key2Confidence website, email, telephone calls, virtual or face-to-face meeting is stored and used by Key2Confidence for the purpose of delivering the mentee's mentoring or support programme. Any sensitive personal details are stored in a secure and confidential system and processed in confidence by

Key2Confidence. This information will only be used for the purpose of delivering appropriate mentoring support with mentees.

If appropriate and with consent, Key2Confidence will share information about the mentee's needs with other professionals involved when it is in the mentee's best interests.

Unless required to do so by regulation or law, Key2Confidence will not disclose any personal information collected to any person other than as set out above.

Key2Confidence do not employ agents to process personal data, give or sell mentee details to third parties.

Key2Confidence use mentee information to:

- prepare, plan and deliver mentoring and other services according to need
- communicate with you via email, telephone, text or virtually to:
 - confirm and prepare for mentoring sessions
 - general communication between appointments
 - transmitting resources, information or reports
 - copy you into communications with other professionals involved with mentee (only initials will be used)
 - send you invoices and receipts
 - to manage and administer mentee work

Storage of Personal Information

All information Key2Confidence stores about mentees and their families are stored securely to ensure complete and accurate record of service with them using a secure electronic cloud-based system called Microsoft Office One-Drive which is compliant with UK Data Protection Regulations. Any paper based confidential information is stored securely in accordance with regulations.

A minimal amount of confidential information may be taken out of office locations to facilitate mentoring sessions. If this occurs, it will be kept with the mentor and will have personal identifiers removed.

Records will be kept securely for 5 years after the last entry. After this time, all mentee records will be destroyed. Key2Confidence can supply you with a copy of these records up until this time.

UK Data Protection Law

Data Protection Law lays down wide-ranging rules, backed up by criminal sanctions, for the processing of information about identifiable, living individuals. It also gives individuals certain rights in relation to personal data held about them by others.

Patsy Holbrook, trading as Key2Confidence, is registered with the Information Commissioner's Office (ICO) as a Data Controller: ZB047650.

Key2Confidence's Lawful Basis for Processing Personal Information

Key2Confidence's lawful basis for processing and storing personal information is one of 'legitimate interest'. Key2Confidence cannot adequately deliver a service to mentees without processing their personal information. As it is both necessary for service delivery and of benefit to mentees, Key2Confidence have a legitimate interest to process and store their data.

Key2Confidence's Responsibilities

Key2Confidence are committed to maintaining the security and confidentiality of mentee records and actively implement and review security measures to ensure their information is safe. Key2Confidence will not release mentee personal details to any third party without first seeking your consent unless this is allowed for or required by regulation or law.

Your Rights

Data protection gives you, the mentee, parent or carer, various rights. The most important of these are as follows:

- You have the right to a copy of the information Key2Confidence hold about you (for which an administrative charge can be made)

How to Access Records

Mentees, parents or carers can access information held about them in writing. I will provide access to mentee's records within 30 days of receipt of all necessary information.

If you have further questions about how Key2Confidence uses your information, please contact: patsy@key2confidence.co.uk

Further information about data protection legislation and your rights is available from the Information Commissioner's Office www.ico.org.uk