



## Confidentiality

Confidentiality should be maintained in respect of all issues and people involved in cases of abuse, welfare or bad practice. It is important that the rights of both the child and the person about whom the complaint has been made are protected.

The following points should be kept in mind:

- A guarantee of confidentiality or undertakings regarding secrecy cannot be given, as the welfare of the child will supersede all other considerations.
- All information should be treated in a careful and sensitive manner and should be discussed only with those who need to know.
- Information should be conveyed to the parents / guardians of the child in a sensitive way.
- Giving information to others on a 'need to know' basis for the protection of a child is not a breach of confidentiality.
- All persons involved in a child protection process (the child, his/her parents/guardians, the alleged offender, his/her family, Leaders) should be afforded appropriate respect, fairness, support and confidentiality at all stages of the procedure.
- Information should be stored in a secure place, with limited access only to designated people.
- The requirements of the Data Protection laws should be adhered to.
- Breach of confidentiality is a serious manner.