



Confidentiality Policy

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1. REVISION HISTORY AND APPROVAL

Revision	Nature of change	Approval	Date
1.0	First Issue	JL	27/07/21

2. CONFIDENTIALITY PRINCIPLES

- 2.1. Confidentiality is a foundational principle in the field of Counselling and Psychotherapy and is a cornerstone of PCI College's mission, vision and values.
- 2.2. It is expected of all college stakeholders (learners and staff) to act in accordance with the requirement to carefully and diligently safeguard sensitive, personal or business information whose disclosure may negatively impact on the rights or freedoms of those stakeholders or the college itself.
- 2.3. This policy applies to all venues and locations irrespective of their status (i.e. PCI College Campus or an Outside Venue).
- 2.4. This policy applies to all staff and Associate Lecturers.
- 2.5. This policy applies to all learners.

3. CONFIDENTIALITY AND WORKING PRACTICE

- 3.1. Staff and learners are required to ensure that all sensitive and confidential information is treated in line with the college's Data Collection Use and Management Policy.
- 3.2. This would include for example the principle of data minimisation (data is not duplicated unnecessarily).
- 3.3. It is college policy that all stakeholders regularly review files/data with respect to working practices e.g. assess the necessity to store old document versions, assessment data, etc.
- 3.4. Data handling: Where confidential materials are used outside of a PCI college environment (e.g. in an employee or learner's home or at a training venue) appropriate precautions must be taken to ensure third parties (including family members, visitors, non-college staff etc) are not permitted access to these materials.
- 3.5. Confidential Information must not be left unattended
- 3.6. Confidential materials when not in use must be deposited securely.
- 3.7. Similar precautions must be taken when transporting confidential information.
- 3.8. PCI College has a separate, detailed Data Collection Use and Management Policy as part of its data protection requirements and these are referred to below.

4. CONFIDENTIALITY AND THE CLASS ROOM

- 4.1. All staff and Associate lecturers and learners are expected to respect privacy within the College and agree to a confidentiality contract within the classroom setting including MsTeams.
- 4.2. Confidentiality is a cornerstones of counselling and psychotherapy and this should always be regarded as 'sacred'.
- 4.3. Confidentiality is essential to the trust required for groups to form and work well together. Groups that achieve a high level of trust will usually demonstrate enhanced learning outcomes.
- 4.4. Information on the secure MsTeams platform is available on the Portal.
- 4.5. Concerns raised by learners should be adressed to their Student Development and Progression Officer (SDPO). These concerns will be treated with utmost confidentiality.
- 4.6. The Confidentiality contract is between the learner and PCI College and not with any individual officer or agent. This means that officers or agents have both the right and the duty, *as necessary*, to convey *relevant* information regarding learner issues to *relevant* PCI College personnel.
- 4.7. Confidentiality and trust are foundational to PCI College and are fundamental to creating and maintaining an effective learning environment.
- 4.8. Breaches of confidentiality are taken very seriously by the college and may result in progression or disciplinary actions.
- 4.9. Any material recorded during learning sessions will be securely stored by PCI College on a secure server and accessible to designated individuals involved in assessment.

4.10. Assessment materials are stored for the duration of the programme plus three years.

5. CONFIDENTIALITY AND SOCIAL MEDIA

5.1. This policy extends to the use of social media platforms (including Facebook, WhatsApp, Twitter, Instagram, Pinterest, LinkedIn etc.), email, mobile devices, discussion groups/forums and personal blogs/websites.

5.2. Breaches of confidentiality on social media platforms may result in progression and/or disciplinary actions.

6. LINKED POLICIES AND PROCEDURES

Linked Policies	Confidentiality Policy Data Collection, Use and Management Policy Internet, Social Media and Email Policy Privacy Policy Support for Learners Policy
Linked Procedures	Confidentiality Procedure Data Collection, Use and Management Procedure Support for Learners Procedure