



Confidentiality Policy

Last Updated: April 2026

Confidentiality

Purpose of this policy

This policy outlines how MENT4 staff must manage confidential information. It ensures that sensitive information relating to young people, families, staff and partners is handled appropriately, safely and with respect. Confidentiality is essential to safeguarding, trust and professional practice.

What is confidential information

Confidential information is any information that is not public and is shared in trust.

This may include:

- personal details of young people or families
- safeguarding information
- case notes or mentoring records
- health or medical information
- behavioural or school related information
- staff or organisational information
- partner or referral information

Confidential information must be protected at all times.

Core principles

Staff must:

- treat all sensitive information as confidential
- only access information they need for their role
- only share information where appropriate
- store information securely
- follow MENT4 procedures at all times

Confidentiality applies in all settings, including in person, online and in written communication.

Limits of confidentiality

Confidentiality is important, but it is not absolute.

Information must be shared where:

- a young person is at risk of harm
- there is a safeguarding concern
- there is a legal or professional duty to share
- it is necessary to protect someone's safety

In these situations, information should be shared with the appropriate person, such as the Designated Safeguarding Lead.

Staff must not promise to keep information secret if there is a risk of harm.

Sharing information

Information should only be shared:

- on a need to know basis
- with authorised individuals
- for a clear and appropriate reason
- in line with safeguarding and data protection procedures

Staff must not:

- share information casually with colleagues
- discuss confidential matters in public places
- share information with friends or family
- send sensitive information through unapproved channels

Handling information safely

Staff must ensure that information is handled securely.

This includes:

- using approved systems
- protecting passwords and devices
- locking physical documents where required
- ensuring screens are not visible to others
- checking recipients before sending information

Conversations and environments

Staff should be mindful of where conversations take place.

Confidential discussions must not happen in:

- public spaces
- shared environments where others can overhear
- informal settings where privacy cannot be maintained

Communication

When communicating about confidential matters, staff must:

- use professional and approved channels
- share only necessary information
- ensure accuracy
- avoid unnecessary detail
- check who they are communicating with

Breaches of confidentiality

Any breach of confidentiality must be reported immediately.

This may include:

- accidental sharing of information
- loss of documents or devices
- unauthorised access
- inappropriate discussion

Breaches may be treated as a serious matter.

Working with young people

When working with young people, staff should:

- explain confidentiality in a clear and appropriate way
- be honest about when information may need to be shared
- avoid creating false expectations
- reassure young people that information is handled responsibly

Recording information

Confidential information must be recorded in line with MENT4 procedures.

Records should be:

- accurate
- factual
- stored securely
- shared appropriately

Breaches of this policy

Failure to follow confidentiality procedures may result in:

- supervision or guidance
- further training
- review of practice
- formal disciplinary action

Serious breaches may have legal consequences.

Final note

Confidentiality is key to building trust and maintaining safe practice.

By handling information carefully and responsibly, staff help protect young people and uphold the integrity of MENT4's work.

This document has been approved by:

Luke Peters
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A handwritten signature in blue ink, appearing to be "L. Peters".

Helping young people discover what they are MENT4

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