



Data Protection, Privacy, and Confidentiality Policy

Autism Mentors Ltd – Neurodiversity Mentoring & Carer Services

Location: Oxfordshire, UK

Effective Date: 1st September 2025

Next Review Date: September 2026

1. Policy Statement

Autism Mentors Ltd is committed to protecting the privacy, confidentiality, and data rights of the individuals we support, their families, and our staff. We collect and process personal information in a lawful, fair, and transparent way, in line with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

We understand that we often work with sensitive information, including health and behavioural data, and treat all such data with the utmost respect and care.

2. Purpose of the Policy

This policy ensures that:

- Personal data is collected, stored, and used lawfully and fairly
- Everyone understands their responsibilities around confidentiality and data protection
- Clients and families know their rights regarding their personal data
- Breaches are prevented and handled properly if they occur

3. Definitions

- Personal Data: Any information that identifies a person (e.g. name, address, health needs)

- Sensitive (Special Category) Data: Includes information about health, ethnicity, disability, etc.
- Processing: Any action involving data, such as collecting, storing, sharing, or deleting it
- Data Subject: The person the data is about
- Data Controller: Autism Mentors Ltd, responsible for deciding how data is used
- Data Processor: Any third party handling personal data on our behalf

4. Legal Basis for Processing

We only collect and use data where there is a lawful basis to do so, including:

- Consent (with clear, informed agreement)
- Contract (to deliver agreed services)
- Legal obligation (e.g. safeguarding requirements)
- Vital interests (to protect life in emergencies)
- Public task or legitimate interest (when supporting individuals' welfare)

5. What Data We Collect

We may collect the following types of personal data:

- Client and family names, contact details, and demographic info
- Health, neurodiversity, SEN, or behaviour-related needs
- Care/support plans, educational reports, safeguarding information
- Staff qualifications, DBS status, training records, and supervision notes
- Records of visits, activities, and incidents

6. Data Storage and Security

We ensure:

- Data is stored securely (encrypted, password-protected, locked where physical)

- Only authorised staff can access personal or sensitive information
- Electronic records are stored on secure, GDPR-compliant platforms
- Paper records are kept in locked storage when not in use
- Devices used for work are password-protected and not shared

7. Confidentiality

All staff, volunteers, and contractors must:

- Sign a confidentiality agreement on induction
- Not share personal data with unauthorised individuals
- Respect client and family privacy at all times
- Avoid discussing sensitive information in public or inappropriate settings
- Report data breaches or confidentiality concerns immediately

8. Sharing Information

We only share personal data:

- With consent from the individual or their legal guardian
- When necessary to protect life or safety (safeguarding)
- With approved professionals (e.g. schools, social workers, NHS) under data-sharing agreements
- When required by law (e.g. court orders)

In all cases, we aim to share the minimum necessary information and to involve the client or their family wherever appropriate.

9. Client and Family Rights

Clients and families have the right to:

- Know what data we collect and why

- Request access to their data
- Request corrections if data is inaccurate
- Request deletion (where appropriate)
- Object to or restrict certain data uses
- File a complaint with the Information Commissioner's Office (ICO)

Requests should be sent to the Director/Data Protection Lead in writing.

- Michelle Wray
- Email: info@autismmentors.co.uk

10. Data Breaches

In the event of a data breach:

- It must be reported immediately to the Data Protection Lead
 - Michelle Wray
 - Tel: 07707764876
 - Email: dsl@autismmentors.co.uk
- The breach will be recorded, investigated, and, if necessary, reported to the ICO within 72 hours
 - Tel: 0303 1231 113 (9am-5pm Mon-Fri)
 - Textphone: 18001 0303 123 1113
- Affected individuals will be informed where required

11. Staff Responsibilities

All staff and contractors must:

- Complete data protection and GDPR training
- Handle information sensitively and securely
- Only access information required for their role
- Follow procedures for reporting breaches or concerns

Failure to comply may result in disciplinary action or contract termination.

12. Policy Review

This policy will be:

- Reviewed annually or in response to legal or procedural changes
- Updated when new risks, technologies, or data uses are identified

Policy Approval

Signed:

A handwritten signature in black ink, appearing to be 'MW' or similar initials, written in a cursive style.

Name: Michelle Wray [Director / Data Protection Lead]

Date: 1/9/25