

Issue Date: 08th August 2026

Review Date: August 2027

Lead Officer: Roxy Durran (Quality and Compliance Manager)



TOAST Data Protection and Information Sharing Procedure for Young People's Provision

1. Purpose

TOAST is committed to protecting the privacy, confidentiality and personal information of all learners, families, staff, volunteers and partner organisations.

This procedure sets out how TOAST collects, uses, stores, shares and disposes of personal information to ensure compliance with data protection legislation whilst supporting effective safeguarding, education and partnership working.

TOAST recognises that the appropriate sharing of information is essential to safeguarding children and young people. This procedure therefore aims to balance individuals' rights to privacy with the need to share information lawfully and proportionately where it is necessary to protect the welfare of learners or fulfil legal obligations.

2. Links to Other Policies

This procedure should be read alongside:

- Safeguarding Children and Young People Policy
- Low-Level Concerns Policy
- Complaints and Concerns Procedure
- Staff Code of Conduct
- Record Keeping Procedure
- Risk Assessment and Risk Management Procedure
- Data Retention Policy
- Online Safety Policy
- Acceptable Use of IT Policy
- Confidentiality Policy

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Statutory and Regulatory Guidance

This procedure reflects the requirements of:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Freedom of Information Act 2000
- Keeping Children Safe in Education (KCSIE)
- Working Together to Safeguard Children
- Human Rights Act 1998
- Equality Act 2010
- Independent School Standards (where applicable)

3. Associated Procedures

This procedure is supported by:

- Data Breach Procedure
- Subject Access Request Procedure
- Secure Disposal Procedure
- Information Sharing Procedure
- Record Retention Procedure

4. Principles

TOAST is committed to ensuring that personal information is managed responsibly, securely and lawfully.

The management and sharing of information will be guided by the following principles:

- Personal information will be processed lawfully, fairly and transparently.
- Information will only be collected where there is a legitimate purpose.
- Only the minimum amount of information necessary will be shared.
- Personal information will be accurate and kept up to date.
- Information will be stored securely and protected from unauthorised access.
- Confidential information will only be shared with those who have a legitimate need to know.
- Information sharing will always consider the safety and welfare of learners.
- All staff have a responsibility to protect personal information.

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5. Collecting Personal Information

TOAST may collect information relating to:

- Learner details.
- Parent and carer information.
- Medical information.
- Education records.
- Attendance.
- Behaviour.
- Safeguarding records.
- Risk assessments.
- EHCP documentation.
- Assessment and achievement records.
- Staff information where relevant.

Information will only be collected where it is necessary to provide education, support learners, fulfil legal obligations or protect the welfare of individuals.

6. Information Sharing

Effective information sharing is essential to safeguarding and supporting learners.

Information may be shared where:

- It is necessary to safeguard a learner or another individual.
- There is a legal obligation to share information.
- Consent has been obtained where appropriate.
- Sharing is necessary to provide education or support services.
- It is in the learner's best interests.
- It is required by a regulatory or statutory body.

Information may be shared with:

- Parents or carers, where appropriate.
- Local Authorities.
- Children's Social Care.
- Health professionals.
- Police.
- Education providers.
- Awarding organisations.
- External professionals supporting the learner.
- Regulatory bodies.

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Where there is a safeguarding concern, TOAST will not delay sharing information because consent has not been obtained if doing so could place a learner or another person at increased risk of harm. Information will be shared in accordance with statutory safeguarding guidance and the Safeguarding Children and Young People Policy.

7. Confidentiality

All staff are expected to maintain confidentiality and handle personal information responsibly.

Confidential information should only be discussed:

- With authorised individuals.
- In appropriate environments.
- For legitimate professional reasons.
- In accordance with organisational procedures.

Confidential information must never be discussed in public areas or shared through unsecured communication methods.

8. Secure Storage

TOAST will ensure that personal information is stored securely.

This includes:

- Secure electronic systems with appropriate access controls.
- Password-protected devices and accounts.
- Locked storage for paper records.
- Controlled access based on job role.
- Secure transfer of information where required.
- Regular review of access permissions.

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9. Data Retention and Disposal

Records will only be retained for as long as necessary in accordance with statutory requirements and Cornwall Neighbourhoods for Change's (CN4C) Data Retention Schedule.

When records are no longer required they will be disposed of securely by:

- Confidential shredding of paper records.
- Secure deletion of electronic records.
- Permanent destruction of confidential media where appropriate.

10. Data Breaches

A personal data breach includes any loss, unauthorised access, disclosure, alteration or destruction of personal information.

Where a data breach is suspected:

- Immediate action will be taken to contain the breach.
- The incident will be reported to an appropriate manager without delay.
- The breach will be investigated.
- Appropriate records will be maintained.
- The Information Commissioner's Office (ICO) will be notified where required by legislation.
- Individuals affected will be informed where appropriate.

All staff have a responsibility to report suspected data breaches immediately.

11. Subject Access Requests

Individuals have the right to request access to personal information held about them.

Requests should be made in accordance with CN4C's Subject Access Request Procedure.

TOAST will respond within the statutory timescales unless an exemption applies.

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12. Staff Responsibilities

All staff are responsible for:

- Protecting confidential information.
- Following this procedure.
- Only accessing information required for their role.
- Reporting suspected data breaches immediately.
- Completing mandatory data protection training.
- Using organisational systems appropriately.
- Keeping passwords secure.
- Following information sharing guidance.

Failure to comply with this procedure may result in disciplinary action.

13. Learner and Parent Information

TOAST will ensure that learners, parents and carers understand:

- Why information is collected.
- How it will be used.
- Who it may be shared with.
- Their rights under UK GDPR.
- How to raise concerns regarding personal information.

Information will be provided in accessible formats where required.

14. Equality, Diversity and Inclusion

TOAST will ensure that information relating to learners is managed in a way that respects dignity, privacy and equality.

Reasonable adjustments will be made to ensure learners and families can understand how their information is used and can exercise their rights regardless of disability, communication needs, language or other protected characteristics.

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15. Quality Assurance

The Person Nominated for Quality Assurance will monitor compliance with this procedure through:

- Record keeping audits.
- Information governance audits.
- Data protection compliance checks.
- Staff training records.
- Incident and breach monitoring.
- Quality Assurance activities.

Findings will contribute to TOAST's Quality Improvement Plan and ongoing organisational development.

16. Monitoring and Review

This procedure will be reviewed annually or sooner following:

- Changes to legislation.
- Updates to statutory guidance.
- Data breaches.
- Audit findings.
- Inspection outcomes.
- Lessons learned.

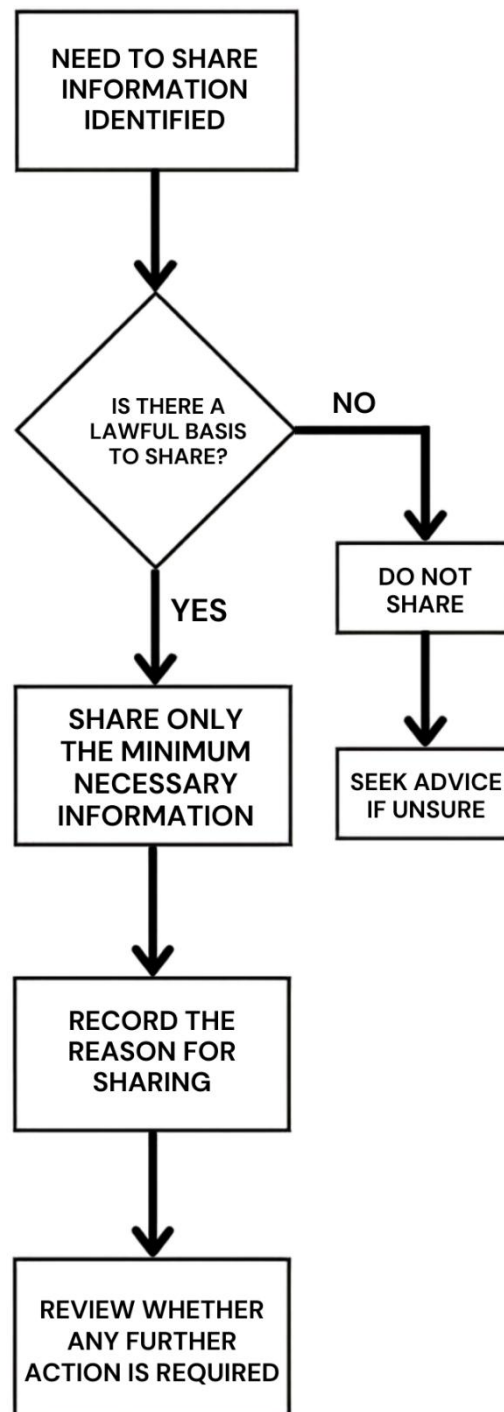
Cornwall Neighbourhoods for Change (CN4C) is responsible for ensuring this procedure remains compliant with current legislation and reflects best practice.

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Appendix 1 - Information Sharing Decision Process



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Appendix 2 - Information Sharing Checklist

- Consider whether sharing is necessary.
- Identify the lawful basis for sharing.
- Share only relevant information.
- Ensure information is accurate and up to date.
- Share securely.
- Record what was shared, with whom and why.
- Consider whether the learner or parent should be informed.
- Review whether any follow up action is required.

Appendix 3 - Data Breach Response Checklist

- Contain the breach immediately.
- Inform an appropriate manager.
- Assess the level of risk.
- Secure any affected information.
- Record the incident.
- Notify the Information Commissioner's Office (ICO) where required.
- Inform affected individuals where appropriate.
- Review procedures and identify lessons learned.

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Appendix 4 - Information Sharing Golden Rules

TOAST follows the key principles of effective information sharing:

1. Be open and honest wherever appropriate.
2. Seek advice if you are unsure.
3. Share with consent where appropriate, but do not allow a lack of consent to prevent sharing where a learner or another person is at risk of harm.
4. Consider the safety and wellbeing of the learner at all times.
5. Ensure information is necessary, proportionate, relevant, accurate, timely and secure.
6. Keep a clear record of decisions made and the reasons for sharing or not sharing information.

Appendix 5 - Confidentiality Reminder for Staff

Staff should always remember:

- Access information only when required for your role.
- Keep passwords secure and never share them.
- Lock your computer when unattended.
- Store paper records securely.
- Do not discuss confidential information in public areas.
- Use secure organisational systems when sharing information.
- Report any suspected data breach immediately.
- When in doubt, seek advice from a manager before sharing information.