



ST. MARY'S *Catholic High School, Dubai*

STUDENT CONFIDENTIALITY AND PRIVACY POLICY

2026-2027

Student Confidentiality and Privacy

Purpose

The purpose of this Privacy and Confidentiality Policy is to educate users of their rights and responsibilities regarding confidential information. This policy applies to students, staff, and anyone else who has authorized access to school information.

The Governors and staff of St Mary's Catholic High School fully recognize the contribution that they are obliged to make to safeguarding children. A crucial part of this ethos is to ensure that all staff at every level maintains the utmost confidentiality and privacy regarding sensitive information that is shared with them.

All staff and Governors believe that our school should provide a caring, positive, safe and stimulating environment, which promotes the social, physical and moral development of the individual student. Our school fully recognizes the contribution it can make to protect students and support them in school. The policy applies to all staff, governors and volunteers as all adults who come into contact with children in their work have a duty of care to safeguard and promote their welfare.

The school follows a policy of ensuring that details shared with specialist staff are kept with complete confidentiality (except in unusual circumstances viz, there is danger to the student or another individual). In addition, all staff carries out their responsibilities in a professional manner so that the child is assured of absolute support in his/her difficulty.

These matters are regulated by the Child-Protection Policy of the school, which is in place to ensure that the child feels safe and secure in the school environment.

There are four main elements to our Child Protection Policy:

- Prevention (eg, positive school atmosphere, class time periods where problems with classmates can be resolved and pastoral support).
- Protection (by following procedures, ensuring staff are aware and supported to respond immediately and sensitively to child protection concerns).
- Support (to students and school staff and to children who may have been abused).
- Collaboration (with staff, students & parents to promote safeguarding and wellbeing of all our students).

Confidentiality and Record Keeping

All students have a right to confidentiality as they share matters of private concern. The right is not universal, however, and there are some cases in which - for the student's best interest - confidentiality cannot be guaranteed e.g. in the case of abuse, bullying, and risk to another student's life.

In counselling the student, he/she is made aware that confidentiality could not be guaranteed in any of the above cases and that information of this nature would have to be referred on. In short:

- 1) All things discussed are confidential between the student and the counsellor except when the student himself or another person is at risk.
- 2) Any information which highlights that the student or another person is in danger.
- 3) If the student is in danger of doing grievous harm to himself.

Records of any counselling session are kept to a minimum. The counsellor makes notes for her own future reference without recording the details of the problems.

The counselling folder will include the information sheet with the following details:

- Name
- Class
- Class Teacher
- Age
- Contact numbers
- School Counsellor's notes
- Parent/Guardian's consent form (For Junior Section)
- Any report from paediatrician/psychiatrist
- Report of Educational Psychologist (if applicable)
- Office Test and Final term records
- Meeting notes between teachers/parents
- Medical Information

The school Medical Record is updated as and when information comes into the school clinic.

Any major changes or necessary information is passed on to the school counsellor straight away. The Counselling Department keeps records on medical conditions as appropriate and needed. Some medical conditions may have a significant impact on a child's experiences and the way they function in school. If these are not properly managed they could hinder their access to education. Therefore, consultation and open discussion between the child's parents, the school, the school doctor and any specialist services providing treatment for the child will be essential to ensure that the child makes maximum progress.

Records relating to Child Protection and Safeguarding

It is crucial to keep accurate records where there are concerns about the welfare of a child.

These records are confidential and are therefore to be kept separately from the child's educational records. All staff are made aware of the need to record and report concerns about a student or students within the school. The Designated Child Protection Officer is responsible for such records and at what time they should be released.

Confidentiality is essential and all Child Protection files are kept in a secure location in the Designated Child Protection Officer's office

Privacy and Confidentiality

St. Mary's Catholic school is the owner of the confidential information it collects. The school reserves the right to deny access to those who fail to use such information in accordance with this policy. Users must adhere to all applicable laws and to all school policies. We expect all users to meet the highest standards of ethics and responsibility. Non-public personal information may only be used for specific limited purposes that enable us to serve our customers, and which are permitted by law. One's use of confidential information must not infringe upon the rights of the Central community or other users.

The school is committed to protecting the privacy of its students, alumni, parents and staff. Students' staff and anyone else authorized to use school confidential information are responsible for reading, understanding and complying with this Privacy and Confidentiality Policy.

Secure Technology

Each individual is responsible for protecting his/her password for access to school resources and information. Each user is responsible for all actions taken and uses of computer systems made under that individual's username. Staff, students and guests must not tell others their passwords, post them in visible areas, or otherwise communicate a password to anyone other than IT services personnel. (In special circumstances, staff members may be asked to tell their password to their immediate supervisor.) Users who have reason to believe that their password has been compromised must change it immediately.

Information and messages sent over the Internet can be intercepted in various ways. Therefore, users of school technology with access to the Internet cannot assume that information they send over the Internet will be or remain confidential and inaccessible to anyone other than the intended recipient. Information stored on school computing resources, or passed through school communications networks may be accessible to the public through public record laws, subpoenas, interception, "hacking" or other means.



In general, information stored on computers is considered confidential, whether protected by the computer operating system or not, unless the owner intentionally makes that information available to other groups or individuals.

Employee Responsibility

Employees must protect from the view of visitors non-public information displayed on computer screens. Employees must agree to and observe the Employment Confidentiality Agreement and Confidentiality Policy. Employees who access school non-public information from off school, either through remote connection or by portable device, must take special precautions to ensure that information does not become accessible to others and that devices are not lost or stolen. When school computers are removed from service, IT services will completely erase all data and software from local storage drives before the computer leaves school. If the computer will be reused, IT services may reinstall operating system software consistent with applicable license agreements

Web Site

School does not collect personally identifiable information about you when you use our websites unless you enter information when requesting a specific action from school. When you enter personally identifiable information into our websites, we only use that information for the intended purpose and do not otherwise distribute or use your identifying data.

Social Media

School does not pre-screen posted content, but has the right to remove, at its sole discretion, any content that it considers to violate this policy. Posted comments do not necessarily reflect the opinions or policies of the school.

Language that is illegal or obscene, defamatory, threatening, infringing of intellectual property rights, invasive of privacy, profane, libellous, threatening, harassing, abusive, hateful, or embarrassing to any person or entity, or otherwise injurious or objectionable is unacceptable and shall be removed.

Online Payments

Payment information will be kept secure and confidential and will not be shared with anyone or used for any purpose other than the purpose of this payment transaction.

Medical Records

Physical and mental health details shared with school medical personel / teachers should be confidential.

Email

Email at Central College is a service provided to enhance communication regarding teaching, learning and the general operations of the school. Posting or sending personal, sensitive or confidential information about another person, via any form of electronic communication is strictly forbidden.

Enforcement of Policies

Reporting: Members of the school community who believe they have witnessed or been a victim of a violation of any of the above policies should notify the school principal, vice principal or the immediate supervisor.

Review Date:	August 2026
Next Review Date:	June 2027