

Consent, Confidentiality and Information Sharing

How HH involves you, protects your privacy and shares information safely

OUR APPROACH HH will explain what is proposed, listen to your views and seek appropriate consent before providing a service.

Consent is an ongoing conversation, not simply a signature on a form. You should have enough clear information to make a voluntary and informed choice.

What informed consent means

Before an assessment, support session, swimming programme or other service begins, HH will provide information that is relevant to the decision. This may include:

- The purpose of the service, what will happen and who will be involved.
- The expected benefits, important limitations and any reasonably foreseeable risks or disadvantages.
- What records will be created and how information may be used or shared.
- Fees, payment arrangements, cancellations and any choices or alternatives available.
- The right to ask questions, take time to decide, decline or withdraw from the service.

Children and teenagers

Their voice matters HH will involve children and teenagers in decisions in a way that suits their age, understanding, communication needs and circumstances.	Understanding and capacity A young person may be able to make some decisions for themselves when they understand the nature and likely consequences of the decision. HH will consider this carefully and document relevant decisions.
Parent or carer involvement Consent from a person with appropriate parental rights or legal authority will be obtained where required. HH will also seek the child or teenager's willing participation wherever possible.	Best interests and safety Where views differ, HH will prioritise the young person's welfare, rights, safety and lawful decision-making. A service may be paused while authority or consent is clarified.

Separated parents, carers and legal authority

- HH may ask who has parental responsibilities and rights, who should receive information and whether any court order or legal restriction applies.
- HH does not mediate parental disputes. Where there is significant disagreement or uncertainty, we may request written evidence or independent legal clarification before proceeding.
- Providing incomplete or inaccurate information about parental rights, restrictions or safety concerns may delay or limit a service.

Confidentiality

Private information is handled respectfully and on a need-to-know basis

What you can expect

- Information is accessed only by people who have a legitimate role in providing, managing or assuring the service.
- Appointments and records are handled as privately and securely as reasonably possible.
- HH will explain the usual boundaries of confidentiality before sensitive nursing work begins.
- A child or teenager will not automatically have every detail of a private conversation repeated to a parent or carer.
- Parents and carers will receive information they reasonably need to support care, safety, decision-making and agreed next steps, taking account of the young person's age, understanding, wishes and circumstances.

IMPORTANT Confidentiality is important, but it is not absolute.

HH may share relevant information without prior permission when this is necessary and lawful - for example, to protect a child or another person from serious harm, respond to a safeguarding concern, comply with a court order or legal duty, or meet a professional or regulatory obligation.

Whenever it is safe and appropriate, HH will explain what needs to be shared, with whom and why.

Reports and communication with other people

GPs and health services Reports or relevant information are normally shared with permission. HH may share without permission when safety, safeguarding or another lawful requirement makes this necessary.	Schools and education staff HH will agree what can be shared and for what purpose. Only information relevant to support, adjustments, safety or agreed recommendations should be provided.
Parents, carers and family Information is shared sensitively and according to legal authority, the young person's rights and understanding, the purpose of the service and any safety concerns.	Service providers and advisers HH may use secure technology, administrative, insurance, legal or professional services. Information is limited to what is necessary and handled under appropriate safeguards.

Swimming lessons and group settings

Swimming lessons take place in a group environment, so complete privacy cannot be guaranteed in the same way as a private clinical appointment. HH will only give instructors and relevant venue staff the health, disability, communication, safety or emergency information they reasonably need to support the swimmer safely. Families should avoid discussing highly sensitive information on poolside where others may overhear.

How HH Makes Information-Sharing Decisions

Necessary, proportionate, secure and documented

1 Clear purpose HH identifies why information needs to be shared and what the sharing is intended to achieve.	2 Lawful and fair A suitable legal basis and, where relevant, an additional condition for health information are considered.
3 Necessary and proportionate Only information that is relevant and reasonably required for the purpose should be shared.	4 Accurate and secure HH takes reasonable steps to check information and use an appropriate method of transfer.
5 Transparent where safe The person and family are told about sharing wherever this is appropriate and does not increase risk.	6 Recorded and reviewed Significant decisions, reasons, recipients and actions are documented in the relevant record.

Urgent and safeguarding situations

In an emergency or where there is a serious safeguarding concern, HH will not delay necessary action simply because consent cannot be obtained. Information may be shared with emergency services, social work, police, health professionals or another appropriate agency when this is necessary and proportionate to protect a child, the young person or another person.

Can consent be withdrawn?

- Consent to continue an optional service can normally be withdrawn at any time. HH will explain the practical consequences, including whether the service must stop.
- A person may also change their mind about optional information sharing or future publicity, subject to legal and practical limitations.
- Withdrawing consent does not automatically require HH to delete accurate records already created. HH may need to retain information for clinical, safeguarding, insurance, legal, financial or professional accountability reasons.
- HH may still use or share information without consent where another lawful basis applies and this is necessary, fair and proportionate.

QUESTIONS OR CONCERNS? Please ask before sharing sensitive information if you are unsure how it will be used.

For questions about consent, confidentiality or information sharing, speak to the person providing the service or email G@hhtrainingnetwork.com. You can also raise a concern through the HH Complaints and Feedback Procedure.

Related HH information: Privacy Notice; Children and Young People's Privacy Notice; Clinical Scope and Limitations; Safeguarding Statement; Data Rights and Record Retention; and relevant service Terms and Conditions.

Professional and legal framework: [NMC Code](#) | [ICO Data Sharing Guidance](#) | [Scottish child-protection guidance](#)

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