

## Confidentiality

Our work brings us into contact with confidential information and we recognise that children, parents and staff have a right to expect that confidentiality be maintained. We aim to ensure that any information we receive is handled with sensitivity and complies with the General Data Protection Regulation 2018, Childcare Act 2006 and the Human Rights Act.

- Parents have access to the files and records of their own children but do not have access to information about other children.
- You have the right to access the information we hold on you and your child at any time. Requests should be made in writing to a manager and we will provide this information without delay and within one month of your request.
- All confidential information is stored securely and we operate a clear desk policy at the end of the day.
- Staff do not discuss individual children with other people, other than parents of the child, unless it is for the purposes of planning or to enhance the welfare of the child.
- Staff discuss a child with other settings or with a childminder, only with permission from the parent.
- Staff undertake not to share any work-related information or images in printed publications, websites or social networking sites (see I.C.T. policy).
- Information given by the parents to the staff is not passed on to other adults without their permission.
- Issues relating to the employment of staff, whether paid or unpaid, remain confidential to the people directly involved.
- Any anxieties or evidence relating to a child's safety is kept in a confidential file at the Manager's discretion (see Safeguarding Children policy).
- Parents are consulted before referral to other agencies if there are concerns about a child's development (see Special Educational Needs policy).
- All staff, students and volunteers are made aware of our procedures regarding confidentiality and agree to adhere to them.

- Any breaks of confidentiality will be treated as serious and dealt with by a manager.
- If we suspect that information has been lost, destroyed, corrupted or disclosed we will investigate and make a record of the breach. When a personal data breach will be a risk to an individual's rights and freedoms we will inform the relevant parties immediately and report the breach to the ICO within 72 hours.