



Confidentiality Policy

Bearhugs Nurseries Ltd. takes the confidentiality of all staff, children and families very seriously. We will only use and share confidential information when necessary to support the wellbeing of individual children.

The setting will not discuss confidential information about children and their families with other parents/carers. Parent helpers/volunteers will be briefed on the importance of maintaining confidentiality and they will not have access to any personal files or information.

Records are kept as follows:

- **Personal Records.** Each child's individual file will include: registration and enrolment forms, consent forms, information and observations by staff on any confidential issues involving the child, for example, developmental concerns or safeguarding concerns. Also, reports or minutes that may arise from any meetings that concern the child from other agencies working with the child/family. Where a child is subject to multi-agency meetings to meet their needs a separate file may be maintained and will be kept in a locked cabinet in a locked office. Parents/carers with parental responsibility can access these records by applying in writing to the nursery manager and owner. The manager/owner will reply with a written acknowledgment. There will be a minimum wait of 2 weeks before this information will be disclosed (Please see Data Protection Policy). Please note that the nursery can only share third party information with written consent of the third party.
- **Learning and Development Records:** these include observations, assessments, photos, development records and samples of the child's work. Learning and Development records will be stored appropriately to ensure confidentiality within the child's room. These records can be accessed and contributed to, at any time by staff, the child's parents and the child.
- **Staff Records:** Each team member, paid or unpaid, will have a personal file containing personal information, emergency contact details, next of kin, recruitment information, references, induction records, training

records, qualifications, supervision records, evidence of DBS (Disqualification and Barring Service) clearance will be displayed for all staff in the office. This file can be accessed by the individual to whom the file relates upon request to the management. If you wish to see this please confirm this in writing to Bearhugs Nurseries Ltd. There will be a minimum wait for 2 weeks before this information will be disclosed.

- **Student Records:** Each student will have a file containing personal information, emergency contact numbers, next of kin and details of course, tutor and induction, confirmation from college. This file can be accessed by the individual to whom the file relates upon request to the management. If you wish to see this please request in writing to Bearhugs Nurseries Ltd. There will be a minimum wait of 2 weeks before this information will be disclosed.
- **Medication Records:** individual records relating to each child/staff member detailing ongoing medication and emergency treatment with consent from parents/carers of the individual.
- **Accident, Incident and Existing Injury records,** individual records relating to each child/staff member detailing the nature of the accident/incident, pre-existing injuries, who dealt with it and the outcome. The record will include counter signatures where applicable.

All records relating to the children and individuals who have worked with the setting whether paid or unpaid will be achieved for a period of time in line with regulations and guidance from the EYFS (minimum of 3 years). All accident/incident/existing injury forms will be kept for a minimum of 21 years. Bearhugs Nurseries Ltd. will ensure management/staff/volunteers and students are aware of and understand the confidentiality policy and agree to abide by it. They will be made aware that any breach of confidentiality may lead to disciplinary action.

Breach of Confidentiality

- All staff members/volunteers/parent helpers are expected to regard confidentiality as a duty and a responsibility.
- Any staff member who discloses information observed or heard without proper authorisation, will be subject to the setting's disciplinary procedure and this could lead to termination of their contract.
- Action taken will correspond to the seriousness and level of the breach of the confidentiality policy: however, all cases will be treated in a serious manner.

Sharing information with confidence.

- Parents will have access to the records of their own children but will not have access to information about any other child.
- Personal records will be stored in a lockable filing cabinet within the provision and will be accessed only by staff members through the Managers/Supervisor.
- Information given will be shared on a need to know basis with the child's key person, other team members in the child's room and other professionals.
- Other professionals will only be contacted with the consent of the parent/carer except in cases of safeguarding (Please see Safeguarding Policy)/ or in line with our payment, holiday or termination of place policy, where parents/carers leave with monies outstanding.
- Issues relating to the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making workforce decisions and those that are directly affected.
- When your child is collected by someone other than their carer parent then Bearhugs Nurseries Ltd. staff will ensure that there is a handover of the child's day and any activities undertaken. Those individuals authorised by parents to collect will not be given information of a sensitive or confidential nature, unless prior permission has been granted.

Access to personal information procedure

Parents may be request access to any records help on their child by following this procedure:

- Any request to see the child's **personal record** by a person with parental responsibility must be made to the manager/owner in writing.
- The manager/owner will reply with a written acknowledgment
- The setting commits to providing access within 28 days
- Bearhugs Nurseries Ltd. reserves the right to refuse if certain information about a child could cause harm either to the child or any other individual
- Any third party will be contacted in writing stating that a request for disclosure has been received and asked for their permission to disclose, to the person making the request. Copies of these letters are retained for the file.
- Third parties, including family members, who may be referred to in the records, as well as workers from other agencies such as Lincolnshire Safeguarding Children's Board, can refuse consent to disclose, preferring the individual to go directly to them.
- When all consent/refusals to disclose have been received these are attached to the copy of request letter.

- A copy of the file is taken
- Where a third party has refused disclosure of information, these references will be edited and as much information supplied as is possible.
- The information will be supplied either by hard copy format or on screen
- The child's parent/carer may **verbally** request to see **their** child's **Learning and Development Record** at any time, to read or to make a contribution to. This request can be made to the child's key person and can be accessed at any time.

Data Protection

Bearhugs Nurseries Ltd. is required to keep and maintain records to comply with Ofsted registration and the legal requirements within the EYFS. We are aware of the requirements of the Data Protection Act 2008 and comply with the principles which state that personal data must be:

- Obtained and processed fairly and lawfully.
- Held for lawful purpose.
- Used only for the purpose stated.
- Accurate and up to date.
- Held no longer than the required time.
- Accessible to the individual concerned or individuals with parental responsibility when the above procedures are followed.
- Appropriately secure.
- Disclosed only using the access to information procedure.
- We have checked the requirements of the Data Protection Act 2018 and are registered.
- Parents/carers will be required to sign to consent to necessary information being held.

Useful information and data protection registration/exemption can be found at www.ico.gov.uk

Signed on behalf of the setting by:

Manager/Owner

Date: 1st May 2020

Review Date: 1st May 2021