



## **Confidentiality Policy**

### **Statement of intent**

The Pre-School's work with children and families will sometimes bring us into contact with confidential information. We will respect the privacy of children and their parents and carers, while ensuring that they access high quality early years care and education in our setting. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children. There are record keeping systems in place that meet legal requirements; means of storing and sharing that information take place within the framework of the Data Protection Act and the Human Rights Act.

### **Methods**

We will respect confidentiality in the following ways:

- Parents/carers will only have access to the files and records of their own children
- Staff will not discuss individual children with people other than the parents or carer of that child, except for the purposes of curriculum planning or group management, or to communicate with other settings a child may be in
- Information given by parents/carers to the pre-school will not be passed on to others without permission
- Information relating to staff employment, paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Any concerns or evidence relating to a child's safety will be kept in a confidential file and will only be shared with the child's keyperson, Designated Safeguarding Lead and the Manager.
- All visitors to the Pre-School are made aware of our Confidentiality Policy and are required to respect it.

### **Confidentiality procedures**

- We always check whether parents regard the information they share with us as confidential or not.
- We inform parents when we need to record confidential information beyond the general personal information we keep; for example with regard to any injuries, concerns or discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child protection and any contact and correspondence with external agencies in relation to their child.
- We keep all records securely locked in the filing cabinet in the office, which its self is also locked.

### **Client access to records procedures**

Parents or carers may request access to any confidential records held on their child and family following the procedure below:

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- Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the setting owner or deputy manager.
- The setting commits to providing access within 14 days, although this may be extended.
- The setting's Leader or Manager prepare the file for viewing.
- All third parties are written to, stating that a request for disclosure has been received and asking for their permission to disclose to the person requesting it. Copies of these letters are retained on file.
- 'Third parties' include all family members who may be referred to in the records.
- It also includes workers from any other agency, including social services, the health authority, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them.
- When all the consents/refusals to disclose have been received these are attached to the copy of the request letter.
- A photocopy of the complete file is taken.
- The setting Owner or Manager go through the file and remove any information which a third party has refused consent to disclose. This is best done with a thick black marker, to score through every reference to the third party and information they have added to the file.
- What remains is the information recorded by the setting, detailing the work initiated and followed by them in relation to confidential matters, known as the 'clean copy'.
- The 'clean copy' is photocopied for the parents who are then invited in to discuss the contents. The file should never be given straight over, but should be gone through by the setting leader, so that it can be explained.
- Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the setting or another (third party) agency.

All the undertakings above are subject to the paramount commitment of the setting, which is to the safety and well-being of the child. Please see also our policy on Child Protection.

This policy was agreed by the staff of Playhouse Pre-School Broadwater.

Adapted on 23<sup>rd</sup> April 2015 and will be reviewed annually.

Reviewed on 6<sup>th</sup> November 2025 by Z. Munford