



Confidentiality Policy:

It is a legal requirement for the nursery to hold information regarding the children and staff using the setting. All information regarding staff, parents/carers and children is stored in a locked cupboard inside a locked room (nursery office).

Disclosure of Information Relating to a Member of Staff

In all but defined cases (e.g. disciplinary procedures), the ultimate reference point for deciding who should be informed of a piece of confidential information is the individual to whom it applies. It is important, however, that where consent is given that it is informed consent. For this to be the case it is necessary to tell the person concerned why there is a need to disclose information and to whom. The person should also be told of the likely consequences of their agreeing or not agreeing to this (in some instances, for example, non-disclosure could mean that the persons need for a service could not be identified). Once consent has been obtained, it is the responsibility of the person passing on any information to ensure that this is only done on the terms agreed. Disclosure of confidential information may require written authorisation by the individual concerned. This should be dated and specify to whom disclosure is authorised, for example if you are requesting information from one person's GP.

Safeguarding

In cases where there are concerns relating to abuse or neglect of children Ducklings Childcare Ltd's Safeguarding Policy will apply. In cases where it is possible to involve the non-abusing parent in addressing concerns around her children's welfare every effort will be made to do so.

Client Files

All clients have the right to view their files. However, no clients will have access to any information from a third party (e.g. the client's partner, children or other agencies) which is stored in their files. This is to protect the safety and confidentiality of others. Therefore, third party information should be stored separately within the client record. All computer records will be password protected and compliant with Ducklings Childcare Ltd's IT security procedures.

Confidentiality between Clients

Ducklings Childcare Ltd cannot guarantee that other clients will maintain each others' confidentiality but we will take every reasonable step to ensure that they do so. When clients meet each other in group settings



the issue of confidentiality will be discussed with them and clients will be asked to maintain each other's confidentiality. In particular women will be asked not to divulge information to their (ex-) partners about other women. The fact that Ducklings Childcare Ltd cannot guarantee confidentiality will be raised.

Information about Staff

A request for an employee's home address and telephone number will always be referred to the individual concerned before any information is disclosed. This is done via the line manager. There are some agencies who have some automatic right of access to certain parts of personnel information e.g. inland revenue or tax queries. The line manager will notify any staff member of any legal requirements whereby Ducklings Childcare Ltd is obliged to provide such information. Staff should never divulge a colleague's personal circumstances, including their address, future work place etc to anyone without permission of the worker.

Information within Ducklings Childcare Ltd

This section gives guidance where staff are discussing clients amongst themselves/ discussing a client with another agency on the telephone/when clients visit Ducklings Childcare Ltd office:

- Make sure any discussion happens in an appropriate place, e.g. not in an office where other staff are working or where people are coming in and out of the place
- Do not gossip about clients with other clients, staff or members of your management committee
- Do not discuss personal facts about one client with another client or in the presence of another client
- Do not write derogatory comments about clients in their files (or anywhere else)
- Do not leave information lying around or on screen but replace it in the appropriate place (locked filing cabinet)

Photographs

Photographs are taken on the nursery digital cameras and used to record evidence of the children's development. A nursery camcorder is also sometimes used to help staff gather evidence for their key children's profiles and to help the nursery reflect on its practice. Although we would normally refuse a request from a parent to take personal photos which would include other people's children, there are a couple of nursery social



events in the year where all nursery parents and children are invited to attend, e.g. Christmas party. On these occasions we do allow parents to take photos on personal cameras to record the event for future memories and would ask that, if you are not happy for your child to appear in these photos, you do not bring them to the event.

Record keeping

This procedure covers all records held by Ducklings Childcare Ltd concerning staff, clients, committee members and potential clients.

Personnel Records

- All staff will be given a copy of the confidentiality procedure as part of their induction. The implications of the procedure for their work will be explained.
- Access to personnel files can be arranged with the line manager who should make clear the following:
 - Who has access to files and procedure for gaining access;
 - How the information is stored, e.g. Locked cabinet.
- Application forms, interview records, medical information and monitoring forms are confidential to Ducklings Childcare Ltd.
- Equal opportunity monitoring forms will be detached from application forms on receipt and kept separate from application forms.
- References – when seeking references for a new employee it is made clear to the referees that information is sought in confidence.
- Probationary reviews and appraisals. The line manager should make clear who receives information on the review.
- Medical records will be held on personnel files in a sealed envelope. Copies of medical certificates and self certification forms will be placed on personnel files after action for payroll purposes.
- Breaches of confidentiality by staff will normally be treated within the remit of Ducklings Childcare Ltd's disciplinary and grievance procedure. The nature of any breaches of this procedure will determine the level of disciplinary action, e.g. disclosure of unauthorised staff details would be gross misconduct.



Clients

- All existing clients will be informed of this procedure and can be provided with a copy if requested.
- A file concerning each client will be kept by Ducklings Childcare Ltd's staff. The information recorded will be factual and where an opinion is recorded it will be clear that this is opinion and what this is based on.
- This information should be kept in a filing cabinet, which is kept locked. All files must be returned to the cabinet after use.
- If a client asks to see their file, the relevant staff member should organise this and answer any questions about it and explain what has been written. Ducklings Childcare Ltd asks that clients give at least 24 hours notice when requesting access to their files.
- All clients are protected under the General Data Protection Regulation 2018.
- Clients are expected to respect the rights of other clients to confidentiality and privacy particularly as regards to personal information known about another client.
- Information will be kept for six years once a client has left Ducklings Childcare Ltd. It will then be destroyed or archived. Where records refer to children, this information will be kept until the child is 21.
- Unsuccessful applicants – Ducklings Childcare Ltd may wish to monitor all applications and to keep information about applicants. Only the most relevant information should be kept, e.g. race, sexuality, sex and the rest destroyed.

Partnerships with other Organisations

Ducklings Childcare Ltd may be working in partnership with other bodies. Where specific information sharing protocols exist that affect a particular client all agencies should be aware of this. Ducklings Childcare Ltd will give all partnership agencies a copy of the confidentiality procedure and will explain the requirements it places on the partnership organisation will have access to information and in what circumstances. Management agreements will state breaches of confidentiality by either party will be treated as a breach of the agreement.