



The Butterfly Rooms (Incorporating Woodlands) LTD

Tank Hill Road | Purfleet | Essex | RM19 1TA

Registered Charity Number: 1148068 | Ofsted Number: 453859 | Company Number: 7984150 | *Limited by Guarantee*

Telephone Number: 01708 863 737

Confidentiality and Client Access to Records

Policy Statement

We are committed to protecting the privacy, dignity, and rights of children and their families while ensuring they receive high-quality early years care and education. All personal and sensitive information shared with us is treated confidentially and processed lawfully, fairly, and transparently.

Information is recorded and shared only where it supports:

- children's safeguarding and welfare
- learning and development
- statutory and regulatory requirements

Our record-keeping and information-sharing practices comply with:

- the UK General Data Protection Regulation (UK GDPR)
- the Data Protection Act (2018)
- the Data (Use and Access) Act (2025)
- the Human Rights Act (1998)
- the EYFS Statutory Framework (2025)

Lawful Basis for Processing Data

We only collect, store, and process personal data where we have a lawful basis to do so. These include:

- compliance with a legal obligation (including EYFS requirements)
- safeguarding and protection of vital interests
- contractual necessity to deliver childcare services
- consent, where required

Special category data, including health, SEND, and safeguarding information, is subject to enhanced protection and accessed only by authorised staff.

Confidentiality Procedures

- All information relating to children, families, and staff is treated as confidential and shared strictly on a need-to-know basis.
- Information may be shared without consent where this is necessary to safeguard a child or where there is a legal duty to do so.
- Written or recorded consent is obtained before sharing information with external agencies unless lawful exemptions apply.
- Parents and carers are informed, via our Privacy Notice, about what data we collect, how it is used, and their rights.

- Digital records are stored securely using password protection, access controls, and encryption where appropriate.
- Physical records are stored in locked cabinets in secure areas.
- Professional discussions about children are conducted discreetly and only with relevant staff.
- Any breach of confidentiality is investigated promptly and managed in line with our Data Breach Procedure and disciplinary policy.

Staff Responsibilities and Use of Information

- All staff, students, volunteers, and trustees sign a confidentiality agreement as part of induction.
- Staff access only information relevant to their role and responsibilities.
- Personal devices must not be used to store, photograph, or share confidential information.
- Social media, personal email accounts, and messaging apps must never be used to share personal data relating to children or families.

Client Access to Records

Parents and carers have the right to access personal data held about their child in accordance with UK GDPR and the Data (Use and Access) Act 2025.

Procedure:

1. Requests must be made in writing to the setting manager or data protection lead.
2. Parental responsibility and identity will be verified before access is granted.
3. Requests are acknowledged within five working days.
4. Information is provided within one calendar month of a verified request.
5. Where requests are complex or numerous, the response timeframe may be extended by up to two additional months, with written explanation provided.
6. Records may be shared securely via digital means or through supervised access.
7. Third-party information is redacted unless consent or another lawful basis for disclosure exists.
8. Factual inaccuracies may be corrected; professional opinions remain, with parents/carers able to add their views to the record.
9. Records are complete, accurate, and transparent and will not be altered or removed to make information more acceptable.
10. In line with the Data (Use and Access) Act 2025, the response timeframe may be paused (“stop-the-clock”) where clarification or verification is required.

Limits to Access

Access to records may be restricted where disclosure:

- could place a child or another individual at risk
- relates to an ongoing safeguarding, child protection, or legal investigation
- would breach another person’s data protection rights

Where access is restricted, parents/carers will be informed of the reason and their right to complain to the Information Commissioner’s Office (ICO).

Data Retention and Disposal

- Records are retained in accordance with EYFS requirements, safeguarding guidance, and legal obligations.
- Safeguarding records are retained securely and separately where required.
- Data that is no longer required is disposed of securely through shredding or permanent deletion.
- A data retention schedule is maintained by the setting.

Data Security Measures

- Digital data is protected through role-based access controls and secure systems.
- Paper records are stored securely at all times.

- Staff receive regular training on confidentiality, data protection, and secure record handling.
- Personal data breaches are recorded, assessed, and reported in line with ICO guidance and the Data (Use and Access) Act 2025.
- Parents and carers are informed of relevant breaches where required by law.

Complaints and Oversight

- Any concerns about confidentiality or data handling should be raised with the setting manager in the first instance.
- Unresolved issues may be escalated in line with the setting's Complaints Policy.
- Parents/carers have the right to raise concerns with the Information Commissioner's Office (ICO).

Legal and EYFS Framework

This policy aligns with:

- UK GDPR (as amended)
- Data Protection Act (2018)
- Data (Use and Access) Act (2025)
- Human Rights Act (1998)
- EYFS Statutory Framework (2025), including:
 - Sections 3.69–3.72 (information sharing and records)
 - Section 3.80 (confidentiality)

This policy was adopted by

The Butterfly Rooms Ltd

On

21st April 2026

Date to be reviewed

21st April 2027

Signed on behalf of the Management
committee



Name of signatory

Miss Aimee Thompson