Little Disciples Childcare

Confidentiality Policy

"Caring for children, supporting parents, and sparking imaginations. Where quality, affordability and excitement meet!"

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Responsible Individual Signature: *Mr Gocher*	
Responsible Individual Signature: *Mrs Stephens*	

Version	Date	Changes Made	Author	Approved By	Next Review Date
1.0	September 2024	Initial Release for Provider changes	S. Gocher	A. Stephens	Annually – September 2024
2.0	September 2024	Policy Review	S. Gocher	A. Stephens	Annually – September 2025
2.1	January 2025	Minor amendments – Pg numbers and Document Control	S. Gocher	A. Stephens	Annually – September 2025
2.1	September 2025	Policy review, no changes made	S. Gocher	A. Stephens	Annually – September 2026
2.2	September 2026	Policy updated to strengthen confidentiality, data protection, safeguarding, record retention and breach-reporting procedures	S. Gocher	A. Stephens	Annually – September 2026

Policy Statement
At Little Disciples Childcare, we are committed to providing a seamless and cohesive approach to childcare across all our services. This policy and procedure apply equally to both our Nursery Plus provision and our Breakfast, Afterschool, and Holiday Club services. This integrated framework ensures consistent standards of care, safety, and quality across all aspects of our provision, fostering a supportive and nurturing environment for every child in our care.

At all times, the safety, welfare and best interests of the child will be of paramount importance. This policy should be read alongside Little Disciples Childcare's Child Protection and Safeguarding Policy, Data Protection Policy, Records Retention Policy, Media Policy, Staff Code of Conduct and Disciplinary Procedure.

Purpose and scope

Our work with children and families brings us into contact with personal, sensitive and confidential information. We are committed to protecting that information and respecting the privacy of children, families, staff, volunteers and others connected with Little Disciples Childcare.

This policy applies to all staff, managers, volunteers, students, agency workers, contractors and members of the governing or management body.

Confidentiality obligations continue after a person has left Little Disciples Childcare.

Our principles

Little Disciples Childcare will:

- Process personal information lawfully, fairly and transparently, in accordance with applicable data protection legislation, including the UK GDPR and the Data Protection Act 2018, as amended.
- Collect and use only the information that is relevant and necessary for a legitimate purpose.
- Take reasonable steps to ensure information is accurate and kept up to date.
- Retain information only for as long as required by law, regulatory requirements, insurance conditions or Little Disciples Childcare's documented retention schedule.
- Keep paper and electronic information secure and protect it against unauthorised access, accidental loss, alteration or disclosure.
- Restrict access to confidential information to people who have an authorised, work-related need to know.

Storing and accessing information

Paper records will be kept in locked storage when not in use. Electronic records will be protected through appropriate security measures, including individual user accounts, strong passwords and restricted access.

Confidential information must not be:

- Left unattended or visible to unauthorised people.
- Discussed where conversations may be overheard.
- Removed from Little Disciples Childcare, copied, photographed or transferred unless authorised.
- Stored on personal devices, personal email accounts or unauthorised online services.
- Shared through personal social-media accounts or unauthorised messaging applications.

Any authorised transfer of confidential information must use an appropriately secure method.

Records will be securely destroyed or permanently deleted when their retention period expires. Records about individual children will be retained for at least three years after the child's last date of attendance and for longer where another legal, safeguarding or insurance requirement applies.

Access to children's records

Personal information belongs to the individual to whom it relates. Requests to access a child's information will be handled in accordance with data protection legislation and Little Disciples Childcare's Data Protection Policy.

Before releasing information, Little Disciples Childcare will consider:

- The identity and authority of the person making the request.
- Whether the requester has parental responsibility.
- The child's age, understanding, wishes, rights and best interests.

- Whether disclosure could place the child or another person at risk.
- Whether the records contain confidential information about another person.
- Whether a legal exemption applies.

Information about another child, family or third party will not normally be disclosed and will be redacted where appropriate.

Information sharing and safeguarding

Staff must not promise absolute confidentiality to a child, parent, colleague or any other person.

Relevant information may be shared without consent where there is a lawful and proportionate reason to do so, including:

- Protecting a child or another person from abuse, neglect or serious harm.
- Making or responding to a safeguarding report.
- Complying with a court order or another legal obligation.
- Cooperating with CIW or another authorised regulator or public authority.
- Supporting the prevention, detection or investigation of crime.

Safeguarding information will be shared on a need-to-know basis with the Designated Safeguarding Person and relevant agencies. Staff should seek advice from the Designated Safeguarding Person if uncertain, provided doing so would not cause an unsafe delay.

Little Disciples Childcare will record what information was shared, with whom, when, for what purpose and the reason for the decision. Only information that is relevant and necessary will be shared.

Parents or carers will normally be informed about information sharing unless doing so could increase a risk of harm, prejudice an investigation or otherwise be unlawful or inappropriate.

Safeguarding records will be accurate, dated, signed or attributable to their author, stored securely and kept separately from general administrative records.

Photographs, video and audio recordings

Photographs, video or audio recordings of children will only be created and used in accordance with Little Disciples Childcare's Media Policy and applicable data protection requirements.

Where consent is relied upon, it will be specific, informed, recorded and capable of being withdrawn. Refusing or withdrawing consent will not result in a child receiving less favourable care.

Media will be stored securely, accessed only by authorised people and deleted or securely destroyed in accordance with Little Disciples Childcare's retention schedule. Staff must not use personal devices to photograph or record children unless expressly authorised under an exceptional documented procedure.

Staff and employment information

Information relating to staff, applicants, volunteers, students and employment matters will be kept confidential and shared only with those who have an authorised need to know.

This does not prevent Little Disciples Childcare from sharing information where required for safeguarding, regulatory, legal, disciplinary, payroll, insurance or professional-advice purposes.

Accidents, incidents and complaints

Accidents, incidents, medication records, complaints and significant events will be documented accurately and stored securely in accordance with the relevant Little Disciples Childcare policies and retention schedule.

Information will only be disclosed to parents or carers, CIW, insurers, professional advisers or other authorised bodies where there is an appropriate lawful basis.

Personal data breaches

A personal data breach includes the loss, destruction, alteration, unauthorised disclosure of, or unauthorised access to personal information. It can include sending information to the wrong recipient, losing paperwork or a device, unauthorised viewing, accidental deletion or disclosure during a conversation.

Any actual or suspected breach must be reported immediately to [name/role of data protection lead or responsible person]. Staff must preserve relevant evidence and must not attempt to conceal or investigate a breach without authorisation.

Little Disciples Childcare will document and assess every breach, take steps to reduce any harm and notify the Information Commissioner's Office within the applicable timescale where legally required. Affected individuals will also be informed where required.

CIW and other authorised bodies

Little Disciples Childcare is registered with Care Inspectorate Wales. Records will be made available to CIW where CIW is legally entitled to inspect or request them. Lawful and proportionate disclosure to CIW or another authorised body will not constitute a breach of this policy.

Responsibilities, training and breaches

All staff, managers, volunteers and students will receive appropriate confidentiality and data-protection information or training as part of induction, with refresher training where necessary.

Everyone covered by this policy must confirm that they have read, understood and will follow it.

Concerns about confidentiality must be reported promptly to [manager/responsible individual/data protection lead].

Any suspected breach will be investigated fairly and without unnecessary delay. A breach may result in action under the disciplinary procedure, up to and including dismissal or termination of the individual's placement or engagement. Serious breaches may also be reported to CIW, the Information Commissioner's Office, the Disclosure and Barring Service, the police or another appropriate body where required.

Policy monitoring and review

This policy will be reviewed at least annually and sooner following:

- A confidentiality or data-protection incident.
- A safeguarding incident or learning review.
- Changes to legislation or regulatory guidance.
- A material change to Little Disciples Childcare's systems or working practices.