Beetley and District Preschool

Registered Charity: 1181636

Confidentiality and Client Access to Records

Policy Statement

At Beetley & District Preschool, we recognise the importance of respecting the privacy of children, parents, carers, families and staff. We understand that families may share personal or sensitive information with us because they trust us to handle it appropriately and confidentially.

We are committed to maintaining confidentiality while ensuring that information is shared appropriately when this is necessary to safeguard a child, support their wellbeing or meet our legal responsibilities.

Confidentiality does not prevent information from being shared where there is a legitimate reason to do so. Information will always be handled in accordance with our Ethical Information Sharing and Data Protection policies.

The welfare and best interests of the child remain our primary consideration.

What We Mean by Confidentiality

Confidential information is information that is not already lawfully available to the public and that has been shared with the expectation that it will be treated appropriately and sensitively.

Information relating to children and families may include personal details, family circumstances, health or medical information, developmental information, observations, assessments, photographs, safeguarding concerns and information shared by other professionals.

We recognise that confidentiality applies not only to written records but also to conversations, telephone calls, electronic communications and information shared verbally.

Our Approach to Confidentiality

We treat information shared by children, parents, carers and other professionals with respect and sensitivity.

Staff will only access or discuss information where they have a legitimate reason to do so as part of their role. Information about children and families must not be discussed casually or shared with people who do not have a genuine need to know.

We recognise that parents and carers may share information with one another independently of the Preschool. We cannot control information that families choose to share outside of the Preschool, but information shared with the Preschool will be handled in accordance with this policy and our Data Protection arrangements.

Where parents or carers participate in group activities, meetings or discussions where personal information may be shared, they will be encouraged to respect the confidentiality and privacy of others.

Confidentiality in Everyday Practice

Staff take care to protect confidentiality during everyday interactions and communication.

Sensitive conversations with parents and carers will, where appropriate, take place privately so that information cannot be overheard by other families or unauthorised people.

Information about children will not be discussed in public areas or in the presence of people who do not have a legitimate need to know.

Staff will take care when handling written information, electronic records and other confidential material and will ensure that information is not left visible or accessible to unauthorised people.

Where information needs to be shared with another member of staff, professional or agency, this will be done appropriately and in accordance with our Ethical Information Sharing Policy.

Keeping Information Secure

Confidential records are stored securely and access is restricted to authorised people.

Paper records are kept securely within the Preschool and are not left unattended or accessible to people who do not have a legitimate reason to access them.

Electronic records are protected through appropriate security measures and access controls. Staff must keep passwords and other access details secure and must not allow another person to use their account.

Where confidential information needs to be taken away from the Preschool premises, staff must ensure that it is transported and stored securely and is not accessible to unauthorised people.

Information will be retained and securely disposed of in accordance with our Data Protection Policy and retention arrangements.

Famly and Electronic Communication

Famly is used to record and share information relating to children's learning, development and wellbeing.

Staff must only access information through their authorised account and must take appropriate care to ensure that information is not viewed by people who are not authorised to access it.

Information shared with parents and carers through Famly will be appropriate to their child's records and will be handled in accordance with confidentiality and data protection requirements.

Staff must take care when using electronic communication and must not share confidential information through personal accounts or unauthorised platforms.

Further information regarding the Preschool's wider responsibilities for the collection, storage, use and protection of personal information can be found in our Data Protection Policy.

Information Shared by Parents and Carers

We recognise that parents and carers may share sensitive information about their child or family with staff.

Where information is shared in confidence, staff will respect the family's privacy and will not disclose it unnecessarily.

However, confidentiality cannot be guaranteed where information raises a safeguarding concern or where there is a legal or statutory requirement to share it.

Parents and carers will be informed, wherever it is safe and appropriate to do so, when information needs to be shared for safeguarding or other legitimate purposes.

Further information can be found in our Ethical Information Sharing Policy and Safeguarding Policy.

Access to Children's Records

Parents and carers have rights to access personal information held by the Preschool about their child, subject to the requirements and exemptions set out in data protection legislation.

Requests for access to records will be dealt with in accordance with our Data Protection Policy and applicable data protection requirements.

If a parent or carer wishes to access information held about their child, they should speak to the Preschool Manager, who will ensure that the request is dealt with appropriately and in accordance with the Preschool's data protection responsibilities.

The Preschool may need to confirm the identity of the person making the request and, where appropriate, their authority to act on behalf of the child.

Before information is provided, the Preschool will consider whether the records contain information about other individuals, safeguarding information or other information that may be subject to an exemption or restriction from disclosure. Information that should not be disclosed will be withheld or appropriately redacted.

Information will be provided securely and within the timescales required by data protection legislation.

Where a request is complex or there is uncertainty about what information can be disclosed, the Preschool will seek appropriate advice before responding.

The Preschool will keep an appropriate record of requests for access and how they have been dealt with.

Further information regarding individual rights and access to personal information can be found in our Data Protection Policy.

When Information Cannot Be Shared

There may be circumstances where information cannot be disclosed, either in full or in part.

This may include information relating to another person where disclosure would breach their privacy, information subject to a legal restriction or exemption, or information where disclosure could place a child or another person at risk.

Where there is uncertainty about whether information can be disclosed, the Preschool Manager will seek appropriate advice before information is shared.

Where safeguarding concerns are involved, the child's safety and wellbeing will remain the primary consideration.

Responsibilities of Staff, Students, Volunteers and Committee Members

Everyone working within or supporting the Preschool has a responsibility to respect confidentiality.

This includes employees, students, volunteers, committee members and other individuals who may have access to confidential information through their role.

All individuals must:

- only access information that they need for their role
- keep information secure
- avoid discussing confidential information where they may be overheard
- follow the Preschool's procedures for information sharing and data protection
- report any loss, unauthorised access or inappropriate disclosure of confidential information promptly to the Preschool Manager or Data Controller.

Students and volunteers will be made aware of their confidentiality responsibilities as part of their induction.

Confidentiality Commitment

Staff, students and volunteers may be asked to sign a confidentiality commitment confirming that they understand and agree to respect the confidentiality of children, families and the Preschool.

The commitment applies throughout their involvement with the Preschool and continues to apply to confidential information after their role or placement has ended.

Related Policies

This policy should be read alongside:

- Data Protection
- Ethical Information Sharing
- Working in Partnership with Other Agencies
- Safeguarding
- Child Protection
- Supporting Children with SEND
- The Role of the Key Person
- Parental Involvement

Monitoring and Review

This policy will be reviewed annually, or sooner where changes to legislation, statutory guidance or preschool practice make this necessary.

- **Policy reviewed on:** 20th June 2026
- **Next review due:** 20th June 2027
- **Reviewed by:** Hollie Durrant and Julie East

Date:	Review Date:
Signed:	Signed:
Print Name: (Chairperson)	Print Name: (Manager)