

## CONFIDENTIALITY POLICY

At Daisy and Rainbow Childcare we understand confidentiality to mean; "ensuring that information is accessible only to those authorised to have access"

Our work with children and families will often bring us into contact with confidential information.

To ensure that all those using and working in our settings can do so with confidence, we will respect confidentiality in the following ways;

### Record Keeping and group management

- Parents will have ready access to the files and records of their own children but will not have access to information about any other child. A direct link to our child observation records are sent to parents and guardians with PR.
- Staff will not discuss individual children, other than for purposes of curriculum planning / group management, with people other than the parents/carers of that child, unless specific consent has been given by parents to share information.
- To manage the care of children with additional needs, THRIVE, care, My Plans and dietary information may be on display in areas utilised predominantly by the staff team only.
- Any confidential information about children will be held on a secure computer drive accessed only by appropriate authorised personnel.
- All records held on hard copy i.e., accident and incident forms, existing injury declarations, registration documents will be kept in a locked cupboard.

### Personnel Management

- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Any information personal to an employee or volunteer which could affect the wellbeing of self or others in the work environment must be shared with the Line manager who will then seek to make an informed decision if the information should be shared further.
- Any confidential information about personnel will be kept on a secure computer drive only accessible by appropriate authorised personnel. Any paper-held documentation will be kept in a secure environment accessible only to authorised personnel.
- Any confidential information relating to the financial management of the group and salary payments will be kept on a separate and secure computer drive accessed only by appropriate authorised personnel.

### Safeguarding

- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file. This information will be shared only with appropriate members of staff, to include the full management team, deputies and the full team of staff working directly with the child, as appropriate.

- A confidential record of concerns relating to safeguarding will be kept on a secure computer drive within password protected folders accessible only by senior authorised members of the team.
- Information given by parents to a worker within the setting will be held in confidence within the team unless that information compromises the safety and/or wellbeing of the child or others.
- All the undertakings in this policy are subject to the paramount commitment our settings have which is to the safety and wellbeing of the child. Our safeguarding policy may be read in conjunction with this.

#### Outside of Working hours

- No member of staff will discuss what happens at the setting with people who should not be privy to that information or in the hearing of such people.
- Any member of staff who is also a parent at the setting needs to be very clear about the respective boundaries and should be professional with confidential information always.
- When meeting parents and carers outside working hours, members of staff are encouraged to avoid discussion of the workplace and use this policy as their reason for not answering questions from families outside working hours.

#### Carers

- When other people, other than the named main carers, bring children / collect children from the setting - Parents need to give their verbal consent for information sharing.
- Direct contact should be sought from the parents to share more complex information.

#### Transporting information out of the Setting

- SWITCH Egress or local encryption will be utilised when any confidential information needs to be shared with another agency via email.
- In situations when senior members of staff need to take confidential information off the premises in pursuit of appropriate business, due care should be taken to use a locked document file and utilise password protected technology.

#### Technology

- No information which refers to or is traceable back to Daisy and Rainbow Childcare will be posted on the web by members of staff, to include social networking sites and websites - other than on the platforms managed and delivered directly by the group. The Rainbow and Daisy Facebook pages and websites are closely administered to ensure this code of practice is adhered to always ensuring that no confidential information is shared.
- Staff who utilise social networking sites will not announce or name their place of work on their status or wall. Our staff team will be made aware that "Being Friends" with parents of children who attend the setting is not encouraged

and that they should be mindful of the language they use and the information they post. Staff complete a declaration each year to share with us their already present social media friendships with any parents.

- Parents will be enabled to use cameras, phones, and video recording technology at special events on the express understanding that they are for personal use only and will not be broadcast, shown publicly or posted on the web in any form. A notice will be used at each event and the Team Co-ordinator will ensure that parents are aware of our policy. Anyone with specific concerns will be asked to address those personally with us.
- Cameras, tablets, and video recording technology will be used during the sessions to enable observations and assessment – parents and carers will be made aware of our policy for their use and give their consent on our registration form.
- Any information personal to children, families and staff will be placed on our website only with their individual consent.
- The use of online observation and assessment systems will be managed with appropriate parental consents in place and ensuring that the platforms utilised by the technology provider is known to be secure. Information exchange about a child's developmental progress will be between professionals and specified carers only.
- Parents will be given access to their child's online record of progress within 8 weeks of leaving the setting, the child's file will then be deleted from the settings data records.

### Communication

- Any volunteers, students, parents, and visitors to the setting will be made aware of our confidentiality policy and be required to respect it. The policy is available to everyone on our websites.

Policy formulated on: 19 March 2013

Policy last reviewed on: Jan 2018

Current Review June 2021

Signed: \_\_\_\_\_



