



# Privacy and Confidentiality

This Policy document relates to the operation of:  
GBNFC Group

Grendon & Billesley Nursery at Grendon Rd, B14 4RB  
GBNFC Children's Centre - based at the Chinnbrook Centre  
GBNFC Group at the Chinnbrook Centre B13 OET  
Hollywood Pre-school Daycare - based at Hollywood J & I School B14 4TG

Date Agreed by the Management Board: September 2019

Review: September 2020

Signature: 

## Privacy and Confidentiality

Our settings will ensure their privacy and confidentiality are maintained at all times as follows.

GDPR states that personal data should be 'processed fairly & lawfully' and 'collected for specified, explicit and legitimate purposes' and that individuals data is not processed without their knowledge and are only processed with their 'explicit' consent. GDPR covers personal data relating to individuals. GBNFC Group is committed to protecting the rights and freedom of individuals with respect to the processing of children's, parents', visitors' and staff personal data.

- Records relating to individual children and their families will be retained for a reasonable period of time (for 25 years) after the children have left the provision.
- There will be a suitable secure area for the storage of confidential information.
- Records on staff and children will only be accessible to those who have
- All staff are aware of the need to maintain privacy and confidentiality.
- Providers will be aware of their responsibilities under the Data Protection Act 1998 and Freedom of Information Act 2000, for which there is an appropriate policy document. Please refer to the GDPR Policy.

Staff need to consider how they will ensure privacy and confidentiality when liaising with individual parents. A separate room or appointment time will be available as needed. When there are child protection issues the need of the child takes precedence over confidentiality and staff should refer to the policy document. Expert advice will be sought in such circumstances. Information divulged will only be done in the interests of the child.

### **Parental Access to Records**

Parents will be allowed access to all written records about their children (except in exceptional cases where data protection laws stipulate it is against the best interests of the child to do so) and, where requested, comments from parents are incorporated into children's records.



Parents must be given free access to developmental records about their child (for example, the EYFS Profile). However, a written request must be made for personal files on their child and providers must take into account data protection rules when disclosing records that refer to third parties.

It is important that parents know what records will be kept, their purpose and with whom they will be shared. It is good practice that parents know when and how they can access these records. Open events or individual information sharing appointments at predetermined intervals would assist. It is important that records are kept in a way which enables parents to access information about their child without access to information regarding other children to ensure privacy and confidentiality.

Staff will be trained in our approach on how they write about children and their families. Records should be factual and based on observation. They should be written sensitively concentrating on what a child can do and what they are next being helped to do. Observations based on case studies will be kept in confidence and should not be discussed outside in the community.

## **Complaints**

We will ensure complaints are dealt with effectively as follows.

- We have a written procedure for dealing with concerns and complaints from parents and keep a written record of complaints and their outcome.
- We will investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.
- We will provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

The complaints procedure will be made clear to parents from the outset. It is essential to deal promptly and fairly with any complaint. The complaints procedure should clarify how complaints will be dealt with and how they will be recorded. Having a transparent complaints procedure often ensures quick resolution of complaints. Providers must consider how they will ensure that all parents are provided with the name, address and telephone number of Ofsted, should they wish to make a formal complaint to the regulator.

The attached flow charts demonstrate the procedures that are to be followed if there are concerns about a person in a position of trust.



