



10.6 Confidentiality and Client Access to Records (GDPR)

POLICY STATEMENT

Meadow nursery school believes that staff and managers can be said to have a 'confidential relationship' with families. It is the nursery school's intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality early years care and education in the setting. The nursery school aims to ensure that all parents and carers can share their information in confidence and that it will only be used to enhance the welfare of their children. There are record keeping systems in place that meet legal requirements; the means the nursery school uses to store and share that information takes place within the framework of the United Kingdom General Data Protection Regulation (2021) and the Human Rights Act (1998).

Confidentiality Procedures

- The nursery school checks whether parents regard the non-standard information they share with us to be confidential or not.
- Some parents may share information about themselves with other parents as well as staff; the setting cannot be held responsible if information is shared beyond those parents whom the person has 'confided' in.
- Information shared between parents in a discussion or training group is usually bound by a shared agreement that the information is confidential to the group and not discussed outside of it.
- Parents are informed when the nursery needs to record confidential information beyond the general personal information we keep (see our Children's Records Policy) - for example with regard to any injuries, concerns or changes in relation to the child or the family, any discussions with parents/carers on sensitive matters, any records the nursery school are obliged to keep regarding action taken in respect of child protection, and any contact and correspondence with external agencies in relation to their child.
- The nursery school keeps all records securely (see our Children's Records Policy).

Client Access to Records Procedures

Parents may request access to any confidential records held on their child and family following the procedure below:

- Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the setting manager.
- The setting manager informs the management team and sends a written acknowledgement.

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- The setting commits to providing access within 14 days, although this may be extended.
- The setting manager and chair prepare the file for viewing.
- All third parties are written to, stating that a request for disclosure has been received and asking for their permission to disclose to the person requesting it. Copies of these letters are retained on file.
- 'Third parties' include all family members who may be referred to in the records.
- 'Third parties' also include workers from any other agency, including children's social care, the health authority, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them.
- When all the consents/refusals to disclose have been received, these are attached to the copy of the request letter.
- A photocopy of the complete file is taken.
- The setting manager and chair go through the file and remove any information which a third party has refused consent to disclose. A thick black marker is used to score through every reference to the third party and information they have added to the file.
- What remains is the information recorded by the setting, detailing the work initiated and followed by them in relation to confidential matters. This is called the 'clean copy'.
- The 'clean copy' is photocopied, or scanned, for the parents, who are then invited in to discuss the contents. The file should never be given straight over, but should be gone through by the setting manager, so that it can be explained.
- Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the setting or another (third party) agency.

All the undertakings above are subject to the paramount commitment of the setting, which is to the safety and well-being of the child. Please see also our policy on Safeguarding Children and Child Protection.

Legal Framework

United Kingdom General Data Protection Regulation (2021)
Human Rights Act (1998)

Further Guidance

[Information sharing: advice for practitioners providing safeguarding services](#) (DfE 2018)

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This policy was adopted at a meeting of the Meadow Nursery School Parents' Association Committee	
Held on	31 st March 2014
Policy reviewed	September 2025
Date to be reviewed	September 2027
Signed by Chair	
Name	Samantha Foster-Kennedy
Signed by Nursery Manager	
Name	Debbie Hill

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