**Confidentiality and Client Access to Records Policy**

At Emmer Green Pre-school all staff can be said to have a confidential relationship with families. It is the Pre-school intention to respect the Privacy of Children and their Parents/Carers. While ensuring that they access high quality Early Year’s care and education. The pre-school aims to ensure that all Parents and Carers can share their information in their confidence and that it will only be used to enhance the welfare of their children. The pre-school has a record keeping system in place that meet legal requirements, this means that the systems used to store and share information takes place within the General Data Protection Regulations 2018 and Human Rights Act (1998).

**Confidentiality Procedures**

* Most things that happen between the family, the child and the setting are confidential to the pre-school, in exceptional circumstances information is shared for example with other professionals or possibly Social Care or the Police.
* The Pre-school will always check whether parents regard the information they share to be confidential or not.
* Some parents may share information about themselves with other parents as well as with the Pre-school staff. The Pre-school cannot be held responsible if information is shared by other parents whom the parent has confided in.
* Our Pre-school keeps all records securely and for the legal retention date.
* Emmer Green Pre-school staff can discuss children’s progress and well being with other staff at meetings, but more sensitive information is restricted to the Supervisor and the child’s key person and is shared with other staff on a need to know basis.
* Our Pre-school staff do not discuss children with parents/carers or anyone else outside of the setting.
* Any discussions with any other professionals take place within a Professional Framework and not on an informal or ad-hoc basis.
* Where any other professionals share information about an individual the Pre-school Supervisor checks if it is confidential both in terms of the party sharing the information and the person whom the information concerns.

**Client Access to Record Procedure**

Parents may request access to any confidential records the Pre-school holds on their child and family following the procedure below.

* The parent is the “subject” of the file in the case where a child is too young to give “informed consent”, and has a right to see information that Emmer Green Pre-school has compiled on them.
* Any request to see the child’s Personal File by a Parent/Carer must be made by writing to the Supervisor or Chair. The Pre-school will acknowledge the request in writing, informing the Parent that an arrangement will be made for him/her to see the file contents subject to Third Party Consent.
* The Pre-school’s written acknowledgement allows 40 working days for the file to be made ready.
* A fee may be charged for repeated requests where a request requires excessive administration to fulfil.
* The Supervisor/Chair will go through the file to ensure that all documents have been filed correctly. The Pre-school will keep copies of those letters and their replies in the child’s file.
* The Pre-school Supervisor will inform the parent that the file is now ready and invite him/her to make an appointment.
* The Parents/Carer may take a copy of the prepared file away, but to ensure it is properly explained and understood by the parent we never had it over without discussion.
* If a parent feels aggrieved about any entry in the file, or the resulting outcome then we refer the parents/carers to the complaints Procedure.

**Legal Framework**

* General Data Protection Regulations (GDPR) 2018
* Human Rights Act 1998

This policy was adopted by the Pre-school on: ..............................................................

Signed on behalf of the Committee: ..............................................................................

Name of signatory: ........................................................................................................