

Confidentiality and GDPR Policy

Policy Statement

At Mana Childcare, we understand that families place great trust in us by sharing personal information about themselves and their children. We are committed to treating all information with respect, confidentiality and care.

Our Hygge-inspired environment is built upon trusting relationships, kindness and professionalism. We believe confidentiality is essential in creating a safe space where children and families feel listened to, valued and respected.

This policy complies with:

- **The UK General Data Protection Regulation (UK GDPR)**
 - **The Data Protection Act 2018**
 - **The Early Years Foundation Stage (EYFS) Statutory Framework**
 - **The Freedom of Information Act 2000 (where applicable)**
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EYFS Requirements

Mana Childcare complies with the EYFS statutory framework by ensuring:

- **Information about children and families is kept secure and confidential.**
 - **Records are stored safely and only accessible to authorised persons.**
 - **Information is shared only when there is a lawful basis or safeguarding duty to do so.**
 - **Parents have access to records relating to their own child where appropriate.**
 - **Confidential records are retained in accordance with legal requirements.**
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Our Principles

We will:

- **Treat all personal information as confidential.**
 - **Collect only information necessary to provide safe, high-quality childcare.**
 - **Store information securely.**
 - **Only share information with those who have a legitimate professional need.**
 - **Respect the privacy of children, parents and staff.**
 - **Follow data protection legislation at all times.**
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Information We Collect

Mana Childcare may collect information including:

About Children

- **Name, date of birth and address**
- **Emergency contacts**
- **Medical information**
- **Allergies and dietary requirements**
- **Development records and observations**

- **Safeguarding information where applicable**
- **Attendance records**

About Parents and Carers

- **Contact details**
- **Parental responsibility information**
- **Funding information**
- **Payment records**
- **Consent forms**

About Staff

- **Recruitment documents**
- **DBS information**
- **Training records**
- **Employment records**
- **Payroll information**

How We Use Information

Personal information is used to:

- **Safeguard children.**
- **Meet children's care and learning needs.**
- **Communicate with families.**
- **Meet our legal obligations.**
- **Administer funding and invoices.**
- **Work with professionals supporting children's development.**

We only process personal information where there is a lawful basis under UK GDPR.

Confidentiality

All staff, students and volunteers are expected to maintain confidentiality during and after their employment.

Information about children or families must never be discussed:

- **In public places.**
- **On social media.**
- **With friends or family members.**
- **With other parents.**
- **With anyone who does not have a professional need to know.**

Children's records remain the property of Mana Childcare and are stored securely.

Information Sharing

Confidential information will only be shared:

- With parental consent.
- Where required by law.
- Where there is a safeguarding concern.
- When requested by Ofsted or other regulatory bodies acting within their legal powers.
- With professionals supporting the child where appropriate.

Where a child may be at risk of harm, safeguarding responsibilities override confidentiality. Information will be shared with Children's Social Care, the Police or other safeguarding agencies without parental consent where necessary to protect a child.

Data Security

Mana Childcare takes appropriate measures to protect personal information.

This includes:

- Password-protected electronic devices.
 - Secure cloud-based systems where used.
 - Locked filing cabinets for paper records.
 - Restricted staff access.
 - Secure disposal of confidential documents using shredding.
 - Regular review of security procedures.
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CCTV, Photographs and Images

Where photographs are taken for learning journeys or promotional purposes:

- Written parental consent will always be obtained.
- Images will be stored securely.
- Images will never be shared publicly without specific permission.

Personal mobile phones are not used to photograph children.

Parents' Rights

Under UK GDPR, parents have the right to:

- Request access to personal information held about them or their child.
- Request inaccurate information is corrected.
- Request information is erased where legally appropriate.
- Restrict or object to certain processing where applicable.
- Withdraw consent where consent is the lawful basis.

Some records must be retained to comply with legal requirements and cannot always be deleted immediately.

Data Retention

Mana Childcare retains records only for as long as required by law or legitimate business need.

Records are securely destroyed once retention periods have expired.

Data Breaches

Any suspected personal data breach will be:

- **Reported immediately to the Manager.**
- **Investigated promptly.**
- **Recorded.**
- **Reported to the Information Commissioner's Office (ICO) where required by law.**
- **Communicated to affected individuals where there is a high risk to their rights and freedoms.**

Staff Responsibilities

All staff will:

- **Complete confidentiality and GDPR training.**
- **Follow this policy at all times.**
- **Protect passwords and electronic devices.**
- **Challenge poor information handling practices.**
- **Report any concerns immediately.**

Failure to maintain confidentiality may result in disciplinary action.