



## **Confidentiality statement**

Maintaining confidentiality is of paramount importance to Clyde Nursery Ltd. All staff receive a detailed induction explaining the necessity of child/parent confidentiality. At no time will any member of staff speak of or write about a child's personal circumstances to unauthorised personnel.

Only authorised personnel will be allowed access to any of the child's confidential personal records which are kept in a secure place within the Nursery.

Parents/carers will receive the same level of confidentiality when discussing the development of their child or any concerns or complaints that they may have.

'Children's planning and Development Milestones' are kept in the playrooms for parents/carers and children to access. Parents of all children will be given confidential log in detail to access their own child's E-Learning Journal.

Parents/carers may have access to files and records of their own children but not of any other child. Profiles relating to a child's development and achievement may be passed to other educational settings or professional bodies.

Clyde Nursery Ltd senior staff reserve the right to discuss confidential issues with the appropriate professional bodies and outside agencies when it is in the best interest of the child and circumstances dictate. Staff do not discuss personal information given by parents/carers with other members of staff except where it affects planning for the child's needs. Sharing information will be on a 'need to know' basis.

Parental permission will be gained for any information to be used for reasons other than outlined above.

Any concerns/evidence relating to a child's personal safety are kept in a secure place within the Nursery and shared on a 'need to know' basis only. If a child is considered to be at risk, our Child Protection Policy will override confidentiality.

Information will never be shared with first time callers whether in person or on the telephone without confirming and counterchecking the identity of the caller. Identity will be confirmed by viewing identity badges and where in doubt, calling the organisation they represent. Where information is requested by telephone, the telephone number of the

caller's organisation will be taken and called back. Information will be recorded and kept in a secure place.

If at any time a parent/carer feels that this level of confidentiality has been broken, the Nursery Manager should be informed immediately.

Clyde Nursery Ltd has a strict policy on Social Networking which is derived from the Scottish Social Services Council Code of Practice Guidance. Please refer to the Social Networking Policy for further information.

The same level of confidentiality is afforded to all employees of Clyde Nursery Ltd. Issues concerning employment of staff remain confidential to the people directly involved in making personnel decisions.

A copy of this policy is available to view in the Policy Folders held in the Nursery Office and Nursery Playrooms.

Reviewed: November 2024

Date of Next Review: November 2025

Appendix: Telephone & Social Networking Policy (see policy in folder)  
Child Protection Policy (see policy in folder)