



Confidentiality Policy

We expect parents to keep private and confidential any sensitive information they may accidentally learn about our family, setting or the other children and families attending, unless it is a child protection issue.

We will keep all paper-based records on your children and your families securely locked away in a lockable box to which only we have access to the only key. We will not share any information with anyone without your consent, unless there is a child protection concern. We are expected to share information with other childcare providers if your child also attends another setting.

CIW may require to view our records at any time.

Parents have the right to inspect all records about your child at any time.

We record all accidents in an accident book.

We will notify appropriate agencies of all accidents which may result in an insurance claim, e.g. an accident involving a doctor or hospital visit. These agencies will log and acknowledge receipt of the correspondence and forward the information to the company providing our public liability policy to enable a claim number to be allocated.

We will inform CIW, the local child protection agency and the Health and Safety Executive of any significant injuries, accidents or deaths as soon as possible.

We record all significant incidents in an incident book and we will share these with parents so that together we can work to resolve any issues.

If we keep records relating to individual children on our computer, we will ask for the parent's permission. We will store the information securely, for example, in password-protected files, to prevent viewing of the information by others with access to the computer. Backup files will be stored on a memory stick which we will lock away when not being used.

If we record information on a personal computer, or take digital photographs or videos as part of our observations, we have taken the necessary action to register with the Information Commissioners Office (ICO).

We will only share information if it is in your child's best interests to do so. For example, in a medical emergency we will share medical information with a healthcare professional. If we are worried about your child's welfare, we have a

duty of care to follow the Local Safeguarding Children Board procedures and make a referral. Where possible we will discuss concerns with you before making a referral.

All information concerning staff at the Coed Cariad and the children will be treated confidentially. In accordance with the Child Protection Policy Coed Cariad's staff do not make promises of confidentiality in cases where disclosures have been made. The disclosures will follow the appropriate channels as outlined in the policy.

In relation to photographs of the children in Coed Cariad, consent forms will be completed by all parents and guardians prior to the sessions taking place. The Lead Facilitator will keep a list of all those participants who do and do not consent to photos being taken and act on this accordingly.

Secure Storage and Disclosures Policy

Between sessions medical forms and personal information will be held securely in a lockable file cabinet in the Welcome Shelter. During the sessions, especially if off site the information concerning the participants, in particular contact details and medical information in the session will be carried with the group in the main kit and emergency bag in the red file, which will be under the immediate supervision of the Lead Facilitator. Child Protection and Health and Safety procedures will be followed accordingly if disclosures are made by a child, but in addition should an ambulance or further medical assistance be required, Coed Cariad staff reserve the right to share medical information as required with the appropriate first responders. Storage of personal details such as email addresses and telephone numbers etc shall be retained by Coed Cariad for one year after the participants finish attending sessions and thereafter deleted/shredded. At the bottom of each email sent via the mailing list will be the option for all people to remove themselves from the mailing list. People will have to actively sign up to receive the emails, no one will be automatically added.