

# **KIA MENA MONTESSORI PRE-SCHOOL**

**The Pavilion, Beckenham Sports Club, Foxgrove Road,  
Beckenham, Kent BR3 5AS  
020 8658 9009**

## **Confidentiality Policy**

At Kia Mena, we respect the privacy of children and their parents and carers, while ensuring that they access high quality care and education. The pre-school will not disclose information unless it is necessary as in the cases that follow.

In order to achieve this:

- Parents have ready access to the files and records of their own children but do not have access to information about any other child.
- Staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person.
- Staff do not discuss the pre-school, other staff, parents, carers or children through social networking sites or publish photos of the pre-school, other staff, parents, carers or children on such sites.
- If staff talk to parents about any causes for concern, e.g. unsociable behaviour, this should be done out of hearing of the child(ren) in question, other children and their parents/carers.
- Any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a "need-to-know" basis.
- Personal information about children, families and staff is kept securely whilst remaining as accessible as possible.
- Medical information held on file may be made available to the General Practitioner or Hospital Doctor in the case of an emergency.
- If telephone requests are made for information the recipient should take the name, telephone number and agency and make a return call with such information as may be given, subject to this or any other relevant procedural note.
- In certain circumstances, where a child is considered to be at risk, information may be passed to the relevant authorities without parental consent.
- Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- Students on recognised qualifications and training, when they are observing within the pre-school, are advised of our confidentiality policy and required to respect it.
- Written material about children and families is required to be retained for 7 years and then shredded before disposal.
- Any breach of confidentiality could have serious consequences for the person concerned. Confidentiality is brought to the attention of all

staff/volunteers on appointment. A confidentiality agreement should be signed and dated by each individual staff member/volunteer to be retained with their application and acceptance details.

Any employee of the pre-school may in the course of their duties gain knowledge of or have access to personal information relating to children and families and/or other members of staff. It is a condition of employment that all staff understand the importance of respecting this information in a discreet and confidential manner.

### **Access to records**

Parents may request access to any confidential records we hold 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 the pre-school setting has compiled on them.
- Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the manager.
- We 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.
- Our written acknowledgement allows one month for the file to be made ready and available. We will be able to extend this by a further two months where requests are complex or numerous. If this is the case, we will inform you within one month of the receipt of the request and explain why the extension is necessary
- A fee may be charged for repeated requests, or where a request requires excessive administration to fulfil.
- The parent may take a copy of the prepared file away; but, to ensure it is properly explained to and understood by the parent, we will never hand it over without discussion.
- It is an offence to remove material that is controversial or to rewrite records to make them more acceptable. Our recording procedures and guidelines ensure that the material reflects an accurate and non-judgemental account of the work we have done with the family.
- If a parent feels aggrieved about any entry in the file, or the resulting outcome, then we refer the parent to our complaints procedure.
- The law requires that the information we hold must be held for a legitimate reason and must be accurate (see our Privacy Policy). If a parent says that the information we hold is inaccurate, then the parent has a right to request for it to be changed

All the undertakings above are subject to our paramount commitment, which is to the safety and well-being of the child

This policy will be updated annually  
Next update due: OCTOBER 2025