



Confidentiality Policy

Bijou Day Nursery & Crèche, Cowbridge

Policy owner: Nursery Manager / Rheolwr y Feithrinfa

Version: 2.0

Last reviewed: June 2026 / Mehefin 2026

Next review: June 2027 / Mehefin 2027

Approved by: Samantha Rennison, Responsible Individual / Unigolyn Cyfrifol

1. Policy Statement

Bijou Day Nursery & Crèche is committed to protecting the privacy and confidentiality of all children, families and staff. Information shared with us in trust must be handled with the highest levels of professionalism and in accordance with data protection legislation.

This policy complies with the Data Protection Act 2018 (UK GDPR); Children Act 1989 & 2004; Human Rights Act 1998 (Article 8 — right to private and family life); National Minimum Standards for Regulated Childcare (Wales) 2016; Wales Safeguarding Procedures 2019; and CIW guidance.

2. Scope

This policy applies to all staff, students, volunteers, agency workers, committee members and any person who has access to information about children, families or staff at the nursery.

3. What is Confidential Information?

Confidential information includes, but is not limited to:

- Children's personal details, developmental records and learning journals
- Medical information, allergies and special dietary needs
- Safeguarding concerns, referrals and records
- Family circumstances, addresses and contact details
- Financial information (fees, funded places, HMRC childcare records)
- Staff personal files, DBS details, references and appraisal records
- Minutes of confidential meetings

4. Principles of Confidentiality

- Information is shared on a **need-to-know basis only** — only those who need the information to care for the child or fulfil their professional duties should have access
- Confidential conversations take place in private, away from other parents and children

- Confidential records are stored securely — digital records are password-protected; paper records are locked
- Staff do not discuss children, families or colleagues outside the nursery or with other parents
- Staff do not discuss individual children with family members other than those with parental responsibility
- Information shared by parents in confidence is respected and not disclosed without consent, unless safeguarding concerns arise

5. When Confidentiality May Be Broken

Confidentiality may lawfully be broken in the following circumstances:

- **Safeguarding:** Where there is a concern that a child is at risk of harm, we have a legal duty to share information with the appropriate authorities (CIW, local authority, police) — refer to our Safeguarding & Child Protection Policy
- **Court order:** Where directed by a court to disclose information
- **Regulatory requirements:** CIW inspectors have access to records as part of their regulatory function
- **Serious crime:** Where disclosure is necessary for the prevention or detection of crime

In all cases, the minimum necessary information is shared with the minimum number of people.

6. Parent Access to Records

Parents have a right to access their child's records under data protection legislation. Requests should be made in writing to the Nursery Manager. Refer to our GDPR & Privacy Notice Policy.

7. Staff Obligations

- All staff sign a confidentiality agreement as part of their contract of employment
- Students and volunteers sign a confidentiality agreement during induction
- Confidentiality obligations continue after a person leaves the nursery
- Any breach of confidentiality is treated as a disciplinary matter

8. Social Media & Electronic Communication

Confidential information must never be shared via personal email, social media, messaging apps or any unsecured platform. Refer to our Social Media Policy and Data Protection Policy.

Bijou Day Nursery & Crèche
Responsible Individual: Samantha Rennison
CIW Registration: W15/00001742 · Company No. 11468667

48A Eastgate, Cowbridge, CF71 7AB · 01446 396 000 · cowbridge@bijou-nursery.com
CIW: W15/00001742 · Co. 11468667 · www.bijou-nursery.com