

Confidentiality & Information Sharing Policy

Policy Statement

Peques is committed to protecting the confidentiality and privacy of all children, parents and carers, families, and staff. We recognise that trust is fundamental to effective partnerships with families and to the delivery of high-quality early years care and education.

This policy sets out how confidential information is collected, stored, used, recorded, and shared lawfully, proportionately, securely, and in line with safeguarding responsibilities. Peques recognises that confidentiality is important, but it must never prevent the appropriate sharing of information where this is necessary to safeguard or promote the welfare of a child.

Statutory Framework and Supporting Guidance

This policy is informed by and operates in line with the following statutory framework and guidance:

- **Working Together to Safeguard Children (March 2026)**
- **Statutory Framework for the Early Years Foundation Stage (EYFS)**
- **UK General Data Protection Regulation (UK GDPR)**
- **Data Protection Act 2018**
- **Keeping Children Safe in Education (KCSIE) (September 2025)**

Scope

This policy applies to all staff, students, volunteers, agency staff, and management across both Peques settings. It applies to all confidential, personal, and safeguarding-related information relating to children, parents and carers, families, and staff, whether held in written, electronic, verbal, photographic, or other recorded form.

Confidentiality

At Peques, we maintain a confidential relationship with our families. We respect the privacy of children and their parents and carers while ensuring that children receive high-quality early years care and education within our settings.

We have record-keeping systems in place that meet the requirements of UK GDPR and data protection law and are registered with the Information Commissioner's Office (ICO). Further details are set out in the Peques Privacy Notice.

Most information shared between the family, the child, and the setting is confidential to the setting. Information will only be accessed by those who need it for legitimate professional reasons.

Confidentiality applies to written records, verbal discussions, electronic records, photographs, safeguarding records, learning and development records, and any other information held by the nursery.

Safeguarding and Information Sharing

Peques recognises that the welfare and safety of the child are paramount. Where there is a safeguarding concern, concerns about confidentiality must not delay or prevent appropriate action.

Information may be shared without consent where this is necessary to safeguard or promote the welfare of a child, to prevent or detect crime, or where not sharing the information would place a child, adult, or others at greater risk of harm.

Where appropriate, and where it is safe and lawful to do so, parents and carers will normally be informed that information is being shared and the reasons for doing so. However, this will not apply where informing a parent or carer would:

- place a child or another person at increased risk of harm;
- prejudice a safeguarding, child protection, police, or criminal investigation;
- lead to the risk of evidence being lost;
- or otherwise be inappropriate in the circumstances.

Information about a parent, carer, household member, or other adult may be shared where it is relevant to the safety, welfare, or protection of a child.

Staff must not promise absolute confidentiality to children, parents, carers, or colleagues where safeguarding concerns are identified.

Information Sharing Principles

Where information is shared, Peques will ensure that it is:

- lawful;
- necessary;
- proportionate;
- relevant;
- accurate where possible;
- timely;
- secure;
- and limited to those who need to know.

Information sharing decisions must always be made in the best interests of the child and in line with safeguarding responsibilities.

Procedures

- Most information shared between the family, the child, and the setting is confidential to the setting.
- In exceptional circumstances, information may be shared with other professionals where there is a legal duty, a safeguarding concern, or another lawful basis to do so.
- We do not discuss children with parents or carers other than their own, nor with anyone outside of the setting, unless there is a legitimate professional, legal, or safeguarding reason to do so.
- Some parents and carers may choose to share personal information about themselves with other parents and carers, as well as with staff. Peques cannot be held responsible for information shared in this way.
- Information shared between parents and carers during workshops or group sessions is subject to a clear verbal confidentiality agreement, which is explained at the outset of the session and applies to all participants.

- Parents and carers are informed when we need to record confidential information or correspond with external agencies regarding sensitive matters beyond routine personally identifiable information, unless there is a safeguarding or other lawful reason not to do so.
- Photographs of children may be used as part of artwork, learning journals, personalised hooks, and internal displays within the setting. Permission for this is sought on the registration form. Where permission is not given, the wishes of parents and carers are respected.
- Where staff are unsure whether information should be shared, they must seek guidance promptly from the Designated Safeguarding Lead (DSL) or management. Uncertainty must not delay protective action where a child may be at risk.

Recording and Storage

Where confidential information is shared for safeguarding, welfare, legal, or other serious professional reasons, an appropriate record must be kept.

Where applicable, this should include:

- what information was shared;
- with whom it was shared;
- why it was shared;
- who made the decision;
- and the date and time of the decision or disclosure.

Records must be stored securely and handled in accordance with the nursery's safeguarding, confidentiality, and data protection procedures.

Safeguarding records must be treated as confidential and accessed only by those with a legitimate safeguarding need.

Staff Responsibilities

All staff, students, volunteers, and agency staff are responsible for maintaining confidentiality appropriately and for understanding when information must be shared.

Staff must:

- follow this policy and the Safeguarding Children Policy & Procedure;
- raise concerns promptly with the DSL;
- share information appropriately where necessary to safeguard a child;
- record concerns and information-sharing decisions as required;
- and never allow uncertainty about confidentiality to delay action where a child may be at risk.

The management team will provide clear guidance, policies, and procedures so that all staff and students understand their confidentiality and information-sharing responsibilities and can respond appropriately and promptly to safeguarding concerns.

Violation of the Policy

Any member of staff who breaches this Confidentiality & Information Sharing Policy will be subject to the nursery's disciplinary procedures. Serious breaches may be treated as **gross misconduct** and could result in dismissal.

This policy should be read in conjunction with:

- Safeguarding Children Policy & Procedure
- Whistleblowing Policy
- Online E-Safety Policy
- Mobile Phones & Digital Devices Policy
- Social Media & Networking Policy
- Learning Journal Policy
- Partnership with Parents Policy
- Complaints Policy & Procedure
- Peques Privacy Notice

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Review cycle: Annually, or earlier where required due to legislative, regulatory, operational, or statutory changes.

Approval route: Head Office