**General Data Protection Regulation & Confidentiality Policy**

Little Steps Day Care Ltd is required to process relevant personal data as part of its operation and shall take all reasonable steps to do so in accordance with this policy. Processing may include obtaining, recording, holding, disposing, destroying or otherwise using data. The Company will endeavour to ensure that all personal data is processed in compliance with this policy and the principles of the General Data Protection Regulation (GDPR) 2018. The lawful basis in which Little Steps Day Care can process are as follows:

- Consent is gained for all information gathered
- The data is required for purposes of a contractual agreement
- Little Steps Day Care have a legal obligation to retain information for safeguarding purposes
- Some information held is for the purposes of vital interest, i.e. medical needs and allergy information

The following must be adhered to at all times:

- All personal data must be kept in a locked cupboard or cabinet at all times. Soft copies must have password protection.
- Staff must only have access to personal data that is required to be used to support child development or for the safety of the child, for example emergency contact numbers, care plan information etc.
- All members of staff will receive training on and agree to respect the nursery's GDPR and confidentiality policy.
- No personal records of any kind are to be removed from site unless authorised by the company Directors.
- Record sharing can only take place with consent or in accordance with the Safeguarding Policy.
- Any documentation that needs to be destroyed will be shredded.
- Documents that are required to be retained must be stored as per company guidelines.
- Parents/carers will have access to files and records about themselves or their own children – but not any other child.
- Staff will not discuss individual children with people other than the parents/carers of that child or an authorised person for safeguarding concerns.
- Information given to nursery staff will not be passed on to third parties.

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- Personal issues shared with any member of staff will remain confidential to the people involved.
- Any anxieties/evidence relating to a child's personal safety or safeguarding concern will be kept in a confidential file and will not be shared within the nursery unless required to ensure proper care for the child.
- The nursery will comply with all requirements of the GDPR and in conjunction with the Information Commissioners Office.
- Staff may see or hear information regarding a child, this information will not be divulged outside of the setting. If a staff member is found to be sharing such information, disciplinary action will be taken.
- Children's individual abilities and behaviour will not be discussed with anyone other than the parent unless consent has been given to share with outside agencies.
- Issues relating to staff employment, whether paid or unpaid, will remain confidential to the people directly involved with personnel issues.

Any staff member found to be discussing individual children or nursery management with anyone other than for the purpose of their job role, will face disciplinary procedures. This includes discussions with ex-employees.

Any information which falls within the definition of personal data and is not otherwise exempted will remain confidential under the terms of this policy. Little Steps Day Care Ltd will only breach confidentiality concerning a child and their family if the matter becomes a child protection issue. This is a legal requirement.

To meet the needs of all the children in our care it is important to share information with parents and with one another in order to support the child's development. It may be necessary in some circumstances for the nursery to seek the help and advice from outside professionals. If this action is taken, the parent's permission will first be sought.

Photographs are taken on the nursery devices and used to record evidence of the children's development. Videos are also sometimes used to help staff gather evidence for their key children's profiles and to help the nursery reflect on its practice. These files are kept secure, using password protection on all devises. Personal computers and cameras are not used to record children's information. Although we would normally refuse a request from a parent to take personal photos which would include other people's children, there are a couple of nursery social

events in the year where all nursery parents and children are invited to attend, namely our Summer Open Day and Christmas Party. On these occasions we do allow parents to take photos on personal cameras to record the event for future memories and would ask that, if you are not happy for your child to appear in these photos, you do not bring them to the event.

Little Steps Day Care will only process data for the purposes of providing the best care for the children and their families. For full information on what information is held, the length of retention and who this information is shared with, please speak to management. Information will be provided within 28 days.

**Right to object**

Little Steps Day Care requires personal data in order to provide our service and ensure the children in our care are safe. Therefore, we are unable to accept an individual's objection to holding personal data. If an individual decides they no longer want Little Steps Day Care to hold their personal data, we will no longer be able to provide our service and contracts will need to be terminated.

**Transferring information**

From time to time, Little Steps Day Care Ltd may need to pass confidential information on to a third party, for example Bedford Borough Council or future early years settings or primary schools. In these instances, consent will be sort from parents before the information is shared.

When sharing confidential information with Bedford Borough Council, a secure email system is used. The Bedford team will send a request for the information using their secure email system, in which we will reply with the data. This system is encrypted.

When passing information on to future settings and schools, a hard copy of the information will be given to parents when the child leaves, which they can pass on themselves to eliminate the risk of emails being intercepted.

**Disposal procedure**

When disposing of data, Little Steps Day Care Ltd will follow the below procedure:

- Hard copy confidential data will be permanently destroyed using a shredder

- Soft copy data will be permanently destroyed by deleting the file from all folders on all devises and from OneDrive or Famly where appropriate, and all 'recycle bins' will be emptied.

**Retention of information**

For details on the retention period for the different types of data, please see Little Steps Day Care's Data Register – available on request from management.

**Famly**

At Little Steps Day Care Ltd, an online App system is used as a way to communicate daily activities and information with parents. This App is delivered by a cloud-based company called Famly.

For full details on Famly's compliance in line with the GDPR, please see Famly's Whitepaper, which is available on request from management.

**Dropbox**

Little Steps Day Care Ltd uses Dropbox as a way of storing files and sharing files between staff. These files are password protected and only staff will authorisation have access to these files.

For full details on Dropbox's compliance in line with the GDPR, please see Dropbox's Whitepaper, which is available on request from management.

**Funding Loop**

At Little Steps Day Care we use a third party system to manage and process our nursery education funding claims. This system securely stores details about each child and parent in line with the information requested to process the funding claim. To see Funding Loop's compliance in line with the GDPR, please see Funding Loop's privacy policy which can be found at https://admin.fundingloop.co.uk/terms/view/privacyPolicy

**Data breaches**

Data security breaches can happen for a number of reasons:

1. Loss or theft of data or equipment on which data is stored
2. Inappropriate access controls allowing unauthorised use
3. Equipment failure
4. Human error
5. Unforeseen circumstances such as a fire or flood
6. Hacking attack
7. 'Blagging' offences where information is obtained by deceiving the organisation who holds it

If a data breach occurs, Little Steps Day Care Ltd will begin the following procedure:

1. Containment and recover
    a. Establish who needs to be made aware of the data breach
    b. Establish if there is anything that can be done to recover any loses or limit the damage the breach may cause, i.e. physical recovery of lost equipment, restoring lost data from backup
    c. Where appropriate, inform the police
2. Assessing Risk
    a. The risks to individuals will be assessed to determine the impact the data breach may have and appropriate action will be taken, i.e. informing individuals of lost bank details
3. Notification of Breach
    a. Individuals affected by the data breach will be informed of the nature and risk of the breach so that they can take appropriate action to protect themselves.
    b. ICO will be informed if a large number of people will be affected by the data breach.
    c. Notification will include a description of how and when the breach occurred and what data was involved. Information of what has been done and what will be done will also be included. Guidance will then be given as to how the individuals can protect themselves and what Little Steps Day Care Ltd will do to help.
4. Evaluation and response
    a. An evaluation of the breach, why/how it happened, the response to the breach and any future changes to policies and procedures will be performed.

**Privacy impact assessments**

A Privacy Impact Assessment will be performed for all new data to be collected, identifying what data is needed, why and for how long it will be stored.

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