Parents & information

Confidentiality and information handling

Respecting family privacy while sharing information when a child needs protection.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Information we need

Collect only information needed for enquiries, enrolment, safe care, learning support and applicable legal duties. Explain purposes, access and retention in the privacy information shared with families.

Children's addresses, family telephone numbers, health details, photographs and personal records must not be displayed publicly or discussed with unrelated families. Memory activities are practised privately.

Keeping it secure

Keep paper records in approved secure storage and electronic records in access-controlled systems. Use strong passwords, appropriate device security and authorised accounts. Share information only with people who need it.

Obtain appropriate permission for optional photography and marketing. A refusal must not disadvantage a child. Safeguarding information may need to be shared without consent where lawful and necessary to protect a child.

Record and assess any data loss or unauthorised disclosure promptly. The manager must follow applicable breach reporting and notification requirements; not every incident requires the same response.

Access and retention

Families may ask about their information, corrections or data-protection rights using the centre's published contact route. Verify identity and handle requests under applicable law, taking account of lawful restrictions on safeguarding information.

Use an approved retention schedule based on the purpose and relevant legal or insurance requirements, then dispose of records securely. Do not copy Harper Learning's registration status, storage location or retention periods as facts about Dua's Garden.

Centre review before adoption

Confirm privacy contacts, systems, lawful bases, retention schedule and any required ICO registration.