



## **Confidentiality Policy and Procedure**

**Objective:** Learning Ladder Nursery has a strict policy on protecting the privacy of all children, parents, and staff members by following procedures accordingly when supplying any records of the children, parents or staff members at Learning ladder Nursery. The objective of this policy is to protect all parties attending the nursery on a daily basis as well as the staff and the nursery's reputation.

**Policy:** We diligently safeguard and maintain confidentiality of all personal records for all children, parents, and staff of Learning Ladder Nursery.

### **Procedure:**

To uphold the policy we must ensure confidentiality of the following:

- Contact Details and Personal Information
- Medical Information
- Nursery Photography
- Nursery Incident Reports
- Security Camera Footage
- Child Development and Progress Records

The policy confidentiality applies to the following direct or internal parties:

- Children and their parents and family
- Staff Members
- Nursery Services providers
- Nursery Visitors

To uphold the policy we must ensure the following:

#### **General**

- All documents such as registration forms, medical records and children reports must be kept safe for 1 year<sup>1</sup> after the child leaves the nursery on the premises of the nursery or at a designated area selected by the management
- All electronic records may be used by administrative staff for administrative tasks on a daily basis for the purpose of fulfilling only their duty as administrative personnel and not for personal use or any other practices outside of the nursery
- All electronic records must at all times be stored securely, password protected to prevent any criminal activity that may lead to loss or unauthorized access to the nursery records
- Records such as contact details, photographs and camera footage or video recordings may be provide to trusted third party service providers to improve the services to the clients of the nursery by utilizing the software or service provided by the services provider. The service

providers are required to keep the personal information safe and secure. These third parties are only permitted to use the personal information for the purposes as specified by the nursery

- Records such as contact details may not be shared with other parents without consent of the parent in question
- Personal contact details not to be published on the website or any social media
- The nursery may only supply personal information and contact details to external parties with prior approval of the party involved or when required by law with direction from the courts or other authorities
- Staff are not allowed to take any documents out of the nursery premises

#### Medical records of children attending the nursery

- Medical information of children or staff to be protected and not shared with other parents or staff that is not directly involved
- Any personnel, including the health care providers, who release confidential health care information from the nursery health records, shall document each such release in the health records by indicating the following:
  - Date of Release
  - Description of the information released
  - Name(s) of the person(s) to whom the information was released to
  - Reason for the release of information
- Any person suspected of violating the confidentiality will have to follow penalties pertaining to the same as per Decree No 32 of 2012 which can be accessed at [www.dha.gov.ae](http://www.dha.gov.ae)
- Medical records may only be released with prior approval of one of the parents
- Staff are not allowed to take any medical documents out of the nursery premises. The Nursery doctor is not allowed to take any medical documents out of the nursery.

#### Nursery Photography:

- Nursery photography may only be captured on the nursery cameras and SD cards as supplied by the nursery. No staff member may use their own electronic device to capture pictures in the nursery or of the children when leaving the premises for field trips or activities not on the nursery premises as planned by the nursery. This includes the use of phones to take photographs. Other electronic devices and other MicroSD cards may only be used by staff or external service providers with written approval of the manager. All photography taken of the nursery, personnel, children, visitors, parents or service providers on the nursery premises or events hosted or planned by the nursery may only be used by the nursery for purposes such as marketing, nursery and informative correspondence with prior consent of the party(s) involved
- Photography taken by a service provider will stay the property of the service provider given that the service provider has been granted permission by management to take photographs at the nursery or at an event arranged or hosted by the nursery
- Photographs may be captured at an open event by spectators such as parents or family members and may only be used as memoirs of the event and may not be used to harm or negatively affect the nursery's reputation
- Staff are not allowed to take any photographic material out of the nursery

#### Nursery incidents on the premises:

- Any information of an incident or daily activity on the premises that may harm the reputation of the nursery, may not be shared to a party outside of the nursery by any staff member other than the party directly involved in the incident or parent of the child attending the nursery unless required by law or with direction from the courts or other authorities
- Incident reports must at all times be supplied to a parent to read through and sign before leaving the premises to ensure that they are aware of the incident reported. If in the case of collection by any other person other than the parent, the parent must be informed telephonically and also receive the written report electronically via email
- A nursery incident reported by a staff member must be reported within 24 hours of the incident to the parent by the communications manager or supervisory staff member that was present or overseeing the activity at that time
- All medical treatment or medicine administered by the nursery nurse or supervisory staff member must be reported to the parent at collection and should also be included in the incident report for record keeping purposes
- Staff are not allowed to take any reports out of the nursery premises

#### CCTV Camera Footage:

- CCTV Camera footage is only available to managerial staff of the nursery and may not be accessed by any unauthorized person without the written consent of management or when required by law with direction from the courts or other authorities
- CCTV footage is stored on the nursery server for a limited period of time. The nursery may not be held liable for any loss of such records due to negligence or malfunctioning of the security footage. The nursery will at all times strive to ensure the proper functioning of the security cameras system for record keeping of the daily activity at the nursery
- The nursery reserves the right to deny access to this footage at its discretion

#### Child Development and Progress Records:

- Development and progress records of a child should be seen as confidential and private. Such records including portfolios, reports, and observations are to be kept under lock and key being accessible only to the relevant staff members
- These records may be shared among staff that work directly with the child, to improve the development of a child accordingly and to ensure contributed efforts from all care takers in the classroom
- These records may be shared during parent meetings with the parent by the class teacher or supervisory staff member. Records may be shared to raise concerns with regards to the development of the child or for appraisal purposes whilst expressing compassion, care and love for the child. These meetings should be done privately at a set time arranged by the staff member and the parents
- Such records are not be shared with anybody other than the parents of the child

- No feedback (Verbal or written) regarding a child's progress is to be shared with anybody other than the parents. This includes the nannies, grandparents, and other caregivers unless written consent is given by the parents to share such feedback with them

Staff Records:

- Staff files containing personal information such as contact details, employment contract, passport copies etc should be kept under lock and key and accessible only to the authorized staff such as the HR and Management
- Staff information is not to be shared with unauthorized personal without prior consent of the staff
- Staff are not allowed to take any documents out of the nursery premises