The Meadows
Cheeky Chimps Childcare

Confidentiality Policy

All information on children, families and anyone working with The Meadows Cheeky Chimps is kept securely following the Data Protection Act. The Meadows is registered with ICO our number is ZA099274, for more information please see our GDPR policy.

Information will only be shared if the parents/carers, or co-workers give their permission or there appears to be a child protection/safeguarding concern. All details will be kept confidential and secure.

We use the Famly app to operate the day-to-day operations of the nursery and to store information off the registration forms to ensure we have this information at hand if needed. All staff have access to the famly app.

We may delete your information from the Famly app system if you have not made a booking within a year. The Meadows Cheeky Chimps and the Famly app will not share this information with any other third party, apart from;

- Mash/Socia services/Police if there is a safeguarding concern
- Our governing body Ofsted
- The local council

Other examples of information that The Meadows Cheeky Chimps may need to keep for other legal reasons or safeguarding, are kept in a secure way with limited access to staff. Only a “Designated Safeguarding Lead” and “deputy designated safeguarding leads” have direct access to this information and may share this with your child’s nursery keyworker to ensure continuity of care. The senior staff such as room leads and deputy room leads will also have some access to this information.

Examples of other information stored:

- Support forms
- Incident forms
- Accident forms
- Accident on arrival forms
- Records of conversation
- Safeguarding information
- Consent forms
- Registers
- Funding forms
- Email communications
- Reports and minutes of meetings.

As part of safeguarding practice, we will not be able to provide any lists of names for birthday parties, invitations, or Christmas cards.

Parents, guardians, staff, students and our partners; shall not discuss other children Parents, guardians, staff, students and partners outside of the setting environment, especially in public, unless it is a safeguarding concern as part of a whistleblowing discussion.

Partners are any organisation, company, professional or governing body that enter our premisses or we are in communication with

Staff cannot discuss your child or aspects of care outside of the setting unless it is a meeting set up to do so and the management team have given permission to do so.

In circumstances where staff have good reason to believe that a child is at risk or is likely to be at risk of child abuse and neglect; the safeguarding Children Policy will override confidentiality on a 'need to know basis.

Staff failing to comply with the confidentiality policy will be liable to disciplinary actions as Gross Misconduct under the provisions of the disciplinary procedures within the employee handbook.

Parents and guardians who break the confidentiality policy or make a negative defamatory comment verbally, in writing or on social media; will be questioned about the incident. If we feel confidentiality has been breached, we may terminate the contract with immediate effect with no refund.

Legal action will be taken against any partners who breach confidentiality.

Gemma Farrar 13.9.2026 Review 13.9.2027

The Meadows
Cheeky Chimps Childcare
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