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Confidentiality Policy (In relation to GDPR).

In order to provide a high quality care service which caters for children's individual needs it is necessary for Beith Hive to obtain personal information from parents/carers about their child. We understand that some of this information may be sensitive and therefore use strict data collection and processing procedures in order to ensure confidentiality. Beith Hive are registered with the Information Commissioner's Office as a data controller and have a **Privacy Notice** in place which explains in detail the data collection, processing and storage procedures.

Any information given to Beith Hive, either verbally or in writing, regarding your child or your family will be treated as private and confidential. Information will only be shared with parents, or where consent has been given to do so, any other named individuals.

Staff will never discuss your child with others without your permission however, certain situations may require management to share information. These situations include:

- As evidence for the Care Inspectorate on request.
- For members of staff to work efficiently and ensure continuity of care.
- To seek advice from other professionals for example to assist with additional support or medical needs,
- To support transition when a child is moving onto a new setting or to support wellbeing and development where there is to be a shared care arrangement.
- As evidence for outside agencies or any safeguarding concerns.

Where information about your child is to be shared with others, Beith Hive will ask you to sign a Data Sharing Agreement to ensure that you understand fully what information is being shared with the reason for this and to whom the information is being shared with. Only in exceptional circumstances, for example in an emergency situation or where there are safeguarding concerns, will information be shared without consent in order to inform the emergency services, alert the local safeguarding team or notify the police. Please refer to the **Child Protection/Safeguarding Policy** for further information about child protection procedures.



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Beith Hive will share information regularly with parents regarding children;s experiences and their personal progress. In addition to this, parents have the right to request access to information, for example to have a closer look at their child’s folder. Parents will only have access to their own child’s records and any requests for access are recorded. Any documentation containing personal or sensitive information is stored either in a lockable file or on the company computer which is secured with a password and virus protection.



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Privacy Notice

Beith Hive Childcare Limited

In order to provide a professional care service and meet statutory requirements, it is necessary for Beith Hive Childcare Limited (Beith Hive) to collect and record information about children and their families.

Beith Hive is registered with the information commissioners as a data controller and acknowledges and agrees that any personal data that is handled will be processed in accordance with all applicable data protection laws in force. The Data Protection Act 1998 was replaced on the 25th of May 2018 with the General Data Protection Regulation (GDPR).

This privacy notice informs you about:

- What information is collected about your child and you as a parent/carer.
- The methods used to collect and securely store this information.
- What the information is used for.
- Whom information is shared with and why.
- The methods used to share information.
- How to request access to any data held about you and your child.

The type of information that is collected, held and shared includes:

- Personal information (such as names, dates of birth, family composition, contact information and emergency contact details)
- Sensitive information (such as health/medical information, additional support needs and details of any other services involved)
- Characteristics and preferences (such as ethnicity, religious/cultural preferences, nationality, language, dietary requirements, likes and dislikes, daily routine information)
- Attendance information (such as sessions attended, absences and reasons for absence/ non attendance)
- Learning and Development information (such as observations, development progress and achievements, activity participation)



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This information is collected for the following purposes:

- To ensure the wellbeing of all children and meet individual care needs
- To meet statutory obligations as a childcare provider
- To respect family beliefs and where possible, tailor care to support existing routines, lifestyle choices and preferences
- To monitor and report on children’s wellbeing and progress
- To access additional support services where applicable
- To access financial support or funding for eligible families
- To comply with the law with regards to data sharing
- To regularly assess the quality of Beith Hive Childcare Limited

The lawful basis on which i use this information:

Beith Hive collects and uses information about children and families on the basis of legal obligation, in order to meet the statutory requirements as a childcare provider, and for the legitimate interests of everyone associated with Beith Hive Childcare Limited. We may also process special category data (for example details about ethnicity, religion, cultural preferences, diet or health) where explicit consent has been given for the purpose of meeting individual needs and care preferences.

Collecting Information

Whilst the majority of information collected is mandatory in order for Beith Hive to meet the statutory requirements of a registered childcare provider (for example from the Care Inspectorate and the Health and Social Care standards), some of it may be provided on a voluntary basis. In order to comply with the General Data Protection Regulations, we will inform you whether you are required to provide certain information or if you have a choice in this. In all circumstances, any information I request is always for the purposes of delivering high quality care and improving outcomes for your child.



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Data Collection and Storage Methods

Beith Hive uses the following methods to collect information and ensure it is sorted securely:

- Paper forms, printed records and photo copies - stored locked cabinets
- Electronic forms, emails, photographs, videos - stored on business computer with both passport and virus protection
- Mobile phone and ipads - stores parent/carer phone numbers for easy access during emergencies - pin protected and locked in cabinets during non operational hours

Retention Period - How long is data stored for?

Information that has been collected about children and their families will be retained until it is no longer required as evidence for the Care Inspectorate or for Insurance purposes. In the majority of circumstances this will be no longer than 3 years after the child has left the setting, however to comply with insurance requirements, any information relating to safeguarding and the welfare must be retained until a child is 21 years and 3 months old. When a child moves on from the service, normal procedures will include providing families with any additional material, for example photographs and artwork.

Any information that is not passed on to parents or forwarded to a future setting and is no longer required will be destroyed. Paper documents will be shredded and any digital information will be securely deleted.

Sharing Information with parents and carers

- Verbally - face to face discussions or via telephone.
- In writing / paper form - letters, forms, newsletters.
- Digitally - emails and text messages.

If there are any methods of communication you would prefer not to be used, please discuss with us.



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Sharing Information with others

Any information given to the setting, either verbally or in writing, regarding your child or your family will be treated as private and confidential, however certain situations may require information to be shared with others. These situations include:

- As evidence to the Care Inspectorate on request or inspection.
- For the staff team to work efficiently to ensure continuity of care.
- To seek advice from other professionals for example to assist with additional support or medical needs.
- To support transition when a child is moving onto a new setting or to support wellbeing and development where there is to be shared care arrangement.

Where information about your child is to be shared with others, we will ask you to sign a Data sharing Agreement to ensure that you understand fully who information is being shared with and the reasons for this. Only in exceptional circumstances, for example in an emergency situation or where there are safeguarding concerns, will information be shared without consent in order to inform emergency services, alert the local safeguarding team or notify the police.

Displaying and Publishing Information

In order to share children's experiences and achievements with families, we like to display photographs of children taking part in activities and examples of their artwork and achievements in the setting. We may also include photographs and share news about individuals in newsletters which may be viewed by existing, previous and prospective families. Again, you will be asked for parental consent for this and we will respect your wishes if you would prefer any images or material specifically relating to your child not to be included.

Requesting Access to Data

Under Data Protection Legislation, you have the right to request access to information that Beith Hive holds about you and your child. To make a request for personal information, or if you would like access to your child's records and learning and development information, please do not hesitate to ask the manager or contact them via email or telephone to make a request.



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You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of Data Protection Regulations

If you have a concern about the way Beith Hive is collecting or using your personal data, we request that you raise your concern with us in the first instance so that we can work with you to resolve the situation. Alternatively, you can contact the information Commissioner's Office at <https://ico.org.uk/concerns/>

Changes to Privacy Notice

This privacy notice will be reviewed regularly and updated as necessary to reflect any changes to data collection or processing methods.

If there is anything this privacy notice you would like to discuss, please do not hesitate to contact the Beith Hive setting.



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