



1.8 Confidentiality and client access to records

Policy statement

At The Bumblebee Children's Charity, all staff can be said to have a 'confidential relationship' with families. It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality early years' care and support. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children. There are record keeping systems in place that meet legal requirements within the General Data Protection Regulations (GDPR) and the Human Rights Act.

Confidentiality procedures

- We regard all information that is shared with us to be regarded as confidential. Some parents sometimes share information about themselves with other parents as well as staff and is usually bound by a shared agreement that the information is confidential to the group and not discussed outside of it. The Bumblebee Children's Charity cannot be held responsible if information is shared beyond those parents whom the person has 'confided' in.
- We inform parents when we need to record confidential information beyond the general personal information we keep for example with regard to any injuries, concerns or changes in relation to the child or the family, any discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child protection and any contact and correspondence with external agencies in relation to their child.
- We keep all records securely (see our Information technology policy, Childrens records policy, Information sharing and data protection policies.)
- Parents are invited to talk in privacy in the centre office if they wish.
- Staff discuss the needs of the children and families attending the charity either before or after the session to ensure confidentiality of conversations.



Client access to records procedure

Parents may request access to any confidential records held on their child and family following the procedure below:

- Any request to see the child's confidential file by a parent or person with parental responsibility (Subject Access Request) must be made verbally or in writing to The Bumblebee Children's Charity administrator.
- The Bumblebee Children's Charity administrator informs the chairperson of the trustee board and sends a written acknowledgement.
- The Bumblebee Children's Charity commits to providing access to hard copies of all materials within 14 days, although this may be extended.
- The charity administrator and a nominated trustee prepare the hard copies information file for viewing.
- All third parties are written to by the charity, stating that a request for disclosure has been received and asking for their permission to disclose to the person requesting it. Copies of these letters are retained on file electronically.
- *(Third parties' include all family members who may be referred to in the records. It also includes workers from any other agency, including social services, the health authority, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them.)*
- When all the consents/refusals to disclose have been received these are attached to the copy of the request letter.
- A second file will be prepared electronically, The charity administrator and the nominated trustee will go through the file and remove any information which a third party has refused consent to disclose.
- What remains is the information recorded by The Bumblebee Children's Charity, detailing the work initiated and followed by them in relation to confidential matters. This is called the '**clean copy**'.
- The '**clean copy**' is printed for the parents who are then invited in to discuss the contents. The file should never be given straight over but should be gone through by The administrator so that it can be explained.



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miracles in movement

- Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against The Bumblebee Children's Charity or another (third party) agency.

All the undertakings above are subject to the paramount commitment of The Bumblebee Children's Charity, which is to the safety and well-being of the child.

Supporters access to record procedures

- Any request for copies of records we hold on supporters can be applied for at admin@bumblebeechildren.org.uk
- To unsubscribe from mailings please contact admin@bumblebeechildren.org.uk

This policy should be read alongside the Bumblebee Children's Charity:

- Safeguarding children and child protection policy
- Safeguarding adults' policy
- Safeguarding procedures
- Information sharing and data protection policy
- Children's records

Legal framework

- Human Rights Act 1998
- Data Protection Act 2018: www.gov.uk/data-protection/print
- Information Commissioners Office – Subject Rights of Access: <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/individual-rights/right-of-access/>

This Policy was adopted by The Bumblebee Children's Charity

Name of signatory Lindsay Warne

Date 31st March 2025

Role of signatory Charity Administrator

Signed on behalf of the Trustees