



Creative International Minds Nursery



helping *little minds* grow
through *creativity* and *imagination*.

PRIVACY, CONFIDENTIALITY, MEDIA & CCTV POLICY



Protecting information.
Respecting privacy.
Keeping children safe.



PRIVACY



CONFIDENTIALITY



CCTV



RESPECT



MEDIA



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We value trust.
We respect privacy.
We keep information
safe and secure.



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Privacy, Confidentiality, Media & CCTV Policy

1. Purpose

Creative International Minds Nursery is committed to protecting the privacy, dignity, confidentiality, and personal information of children, families, staff, contractors, visitors, and members of the nursery community.

This policy outlines the nursery's approach to privacy, confidentiality, photography, videography, digital communication platforms, CCTV systems, record management, data protection, and media usage.

The policy is intended to support safeguarding obligations, operational requirements, and applicable legal and regulatory requirements.

2. Confidentiality

The nursery respects the privacy and confidentiality of all children, families, staff, and visitors.

Information relating to children, families, staff, incidents, developmental observations, medical matters, assessments, reports, attendance, behavioral concerns, safeguarding matters, and nursery records will be treated as confidential and accessed only by authorized individuals with a legitimate need to know.

Parents acknowledge that the nursery cannot disclose confidential information relating to:

- Other children.
- Other families.
- Staff members.
- Internal personnel matters.
- Safeguarding investigations.
- Confidential incident reports.

Confidentiality obligations apply to staff, parents, guardians, visitors, contractors, and all members of the nursery community.

3. Privacy Rights

Creative International Minds Nursery recognizes the privacy rights of all children, families, staff, and visitors.

Parents acknowledge that every child attending the nursery has a right to privacy, dignity, and protection of their personal information.

The nursery will take reasonable measures to protect personal information and limit access to authorized individuals where appropriate.

Privacy rights extend to:

- Personal information.
- Developmental records.
- Medical information.
- Educational records.
- Incident reports.
- Photographs.
- Videos.
- CCTV recordings.
- Digital communications.

4. Data Protection

The nursery may collect, store, process, and maintain information relating to children and families for legitimate educational, operational, safeguarding, health, safety, communication, legal, and regulatory purposes.

Information may include:

- Enrollment information.
- Attendance records.
- Medical information.
- Emergency contact information.
- Developmental observations.
- Progress reports.
- Incident reports.
- Photographs and videos.
- Communication records.
- Other records reasonably required for nursery operations.

The nursery will take reasonable steps to protect information from unauthorized access, disclosure, alteration, loss, or misuse.

5. Parent Communication Platforms

The nursery utilizes designated communication platforms and systems to facilitate communication with families.

These platforms may be used for:

- Learning updates.
- Developmental observations.
- Progress reports.
- Attendance notifications.
- Event registration.
- General communication.
- Operational notices.

Parents are responsible for maintaining access to the nursery's designated communication platforms and ensuring their contact information remains current.

The nursery reserves the right to determine which communication channels are appropriate for specific matters and may require certain communications, including complaints, developmental disclosures, medical disclosures, incident concerns, withdrawal notices, or other formal matters, to be submitted through designated official channels. The nursery reserves the right to change communication platforms or systems at its discretion.

5.1 Official Communication Channels

The nursery's designated parent communication platform and official nursery email addresses, including info@cimnursery.com, are the primary and official channels of communication between the nursery and families.

While the nursery may occasionally utilize WhatsApp, telephone calls, text messages, social media messaging, verbal conversations, or other communication methods for convenience, operational updates, reminders, or general communication, these methods should not be relied upon for the submission of formal notices, requests, disclosures, complaints, concerns, permissions, withdrawals, medical information, developmental information, or other important matters.

Parents acknowledge that WhatsApp messages, text messages, voice notes, social media messages, verbal discussions, or communications with individual staff members may not constitute official notice to the nursery.

Where the nursery requires information to be submitted through a designated communication platform, official email address, written form, or other specified process, parents remain responsible for ensuring that the required information is submitted through the appropriate channel.

The nursery reserves the right to determine which communication methods constitute official communication for specific matters and may decline to accept notifications submitted through alternative channels.

6. Photography and Videography

The nursery may create photographs and videos for legitimate educational, developmental, documentation, communication, safeguarding, operational, training, and promotional purposes.

Photography and videography may be used for:

- Learning documentation.
- Developmental records.
- Classroom displays.
- Portfolios.
- Parent communication.
- Staff training.
- Nursery publications.
- Marketing materials where consent has been provided.

The nursery will make reasonable efforts to use photographs and videos respectfully and appropriately.

As part of normal nursery operations, photographs and videos may occasionally include multiple children participating in classroom activities, events, celebrations, learning experiences, or group activities.

7. Parent Recording Restrictions

To protect the privacy of children, families, staff, and visitors, parents, guardians, visitors, drivers, nannies, caregivers, and other authorized collectors may not photograph, video record, audio record, livestream, or otherwise capture images or recordings of children, staff, classrooms, nursery activities, documents, or nursery operations without prior authorization from management.

This restriction applies within nursery premises, events, activities, communication platforms, and other nursery-related environments.

The nursery reserves the right to request deletion of unauthorized recordings and may restrict access to nursery activities where privacy expectations are not respected.

8. CCTV Systems

The nursery utilizes CCTV systems for purposes including:

- Safeguarding.
- Security.
- Safety.
- Operational oversight.
- Incident review.
- Protection of children, staff, and property.

The presence of CCTV does not replace active supervision by staff.

CCTV systems form part of the nursery's broader safeguarding and security measures.

9. CCTV Footage Restrictions

CCTV recordings remain the property of the nursery.

Parents acknowledge that:

- Parents are not entitled to directly access, review, copy, record, photograph, or obtain CCTV footage.
- CCTV footage may contain images of multiple children, families, staff members, and visitors.
- Access may be restricted by privacy obligations, safeguarding requirements, legal obligations, regulatory requirements, and data protection considerations.
- The nursery may decline requests to view or obtain footage.

Where management determines that CCTV footage is relevant to an incident review, footage may be reviewed internally by authorized personnel.

Where appropriate, management may provide a summary of findings following an internal review.

The nursery may, at its discretion, review CCTV footage as part of an internal safeguarding, safety, security, operational, or incident review process. However, parents acknowledge that not all incidents, accidents, peer interactions, behavioral concerns, developmental incidents, or complaints will result in a CCTV review.

The decision to review CCTV footage, the scope of any review, and the personnel involved in the review process shall remain at the sole discretion of nursery management.

The existence of CCTV footage does not guarantee that a review will be conducted, that footage will be available, that footage will capture all relevant events, or that footage will provide conclusive information regarding an incident.

CCTV footage may only be disclosed to competent authorities, regulators, law enforcement agencies, courts, or other parties where disclosure is required by law.

10. Third-Party Observations, Assessments & External Professionals

10.1 School Admissions Observations

From time to time, parents may request that a prospective school, kindergarten, admissions representative, assessor, consultant, or other third party visit the nursery to observe a child as part of an admissions, assessment, or enrollment process.

To protect the privacy, confidentiality, wellbeing, and safeguarding of all children within the nursery environment, Creative International Minds Nursery does not permit prospective schools, educational institutions, admissions representatives, assessors, consultants, or other third parties to conduct observations of children within nursery classrooms or nursery premises for admissions or enrollment purposes.

Parents acknowledge that nursery classrooms are shared environments containing multiple children whose privacy rights must be protected. The nursery also seeks to minimize disruptions to children's routines, learning experiences, and classroom environments.

Prospective schools and educational institutions are expected to maintain their own admissions, assessment, screening, and enrollment procedures and should conduct any required observations or assessments independently and outside of the nursery setting.

Where appropriate, and subject to parental authorization, the nursery may provide developmental reports, transition information, reference information, or other documentation that it reasonably determines may assist with a child's transition to another educational setting.

The nursery reserves the right to determine whether any exception will be considered and may decline requests for third-party observations at its sole discretion.

10.2 External Therapists & Specialists

Creative International Minds Nursery recognizes that some children may receive support from external professionals, including speech and language therapists, occupational therapists, psychologists, physical therapists, developmental specialists, educational consultants, or other qualified professionals.

The nursery may, at its sole discretion, permit external professionals to observe or work with a child on nursery premises where management determines that such arrangements are appropriate, practical, and consistent with the nursery's safeguarding, privacy, operational, and educational obligations.

Approval is not automatic and may be refused, restricted, limited, suspended, or withdrawn at any time.

In determining whether a request will be approved, the nursery may consider:

- The child's needs.
- The purpose of the visit.
- Safeguarding considerations.
- Privacy rights of other children.
- Operational requirements.
- Staffing considerations.
- Regulatory obligations.
- The impact on the classroom environment.
- The suitability of the proposed professional.

Any approved external professional must comply with all nursery policies and procedures, including safeguarding, confidentiality, privacy, visitor management, supervision, health and safety, and child protection requirements.

The nursery may require external professionals to provide evidence of professional qualifications, professional registration, identification, insurance, safeguarding clearances, references, or other documentation that management reasonably considers necessary before access to nursery premises is granted.

External professionals may only interact with the child for whom authorization has been provided and must not assess, observe, interact with, record, photograph, video, or collect information relating to other children without express authorization from management.

The nursery is under no obligation to accommodate therapy services, assessments, observations, consultations, interventions, or specialist support sessions on nursery premises.

Permission for one professional, child, circumstance, or occasion shall not create an expectation that similar requests will be approved in the future.

The nursery reserves the right to determine the conditions under which any approved visit may occur and may terminate a visit immediately where management determines that doing so is necessary to protect children, staff, families, nursery operations, privacy rights, or safeguarding obligations.

11. Media Consent

Separate media consent forms may be utilized to obtain parental permissions relating to photography, videography, promotional materials, websites, social media, publications, or other communications.

Parents may modify or withdraw certain media permissions by providing written notice to the nursery.

Withdrawal of consent does not apply retrospectively to materials already published, distributed, shared, or produced prior to receipt of written notice.

12. Policy Review

Creative International Minds Nursery reserves the right to amend this policy from time to time in accordance with operational requirements, safeguarding obligations, legal requirements, regulatory requirements, and best practice recommendations.

The most current version of this policy shall supersede all previous versions.