

Arka Learning Safe Storage and Management of Confidential Documents Records Policy

Policy last updated: July 2025

Next update: July 2026

Introduction, Government Guidance and Confidentiality

This policy complies with the General Data Protection Regulation (GDPR) and Data Protection Act 2018. Arka Learning recognises the importance of processing personal information fairly and lawfully, and keeping the information held in a secure manner.

This policy should be read in conjunction with our staff and franchisee and customer privacy notices.

Arka Learning is committed to the safeguarding and welfare of all children who attend its tuition centres. In line with HM Government guidance, GDPR does not prevent:

- the legitimate sharing of information for the purposes of keeping children safe
- an employer from asking questions on safeguarding grounds about the suitability of people to work with children

Arka Learning believes that concerns about sharing information must not obstruct the promotion and protection of children's safety and welfare.

Staff and franchisees at Arka Learning must not disclose confidential information about the company, a child attending tuition, a parent or a member of staff to anyone outside the organisation unless instructed to by the local authority or the police as part of a child protection investigation.

Storage of records including personal information held on children:

In line with HM Government guidance the following records will be kept for the time the child attends the setting, and retained for two years. This record includes:

- Name, home address and date of birth of the child
- Name, home address, email address and mobile phone number of the parent
- Any accidents that happen on the premises
- Medical conditions and Additional Educational Needs
- Record of medication administered whilst at the centre
- Record of attendance

Other information should be disposed of securely within three months of students no longer being enrolled at the setting.

Storage of safeguarding records

The Arka Learning Designated Safeguarding Lead is responsible for the management and storage of child protection records at Arka Learning centres. These must be kept confidential

and stored securely. In line with HM Government safeguarding guidance *Keeping Children Safe in Education* (2023), the following records will be kept of any child protection concerns and actions:

- A clear and comprehensive summary of the concern
- Details of how the concern was followed up and resolved
- A note of any actions taken, decisions taken and the outcome

Child protection records will normally be shared with the DSL at the child's school by the local authority in accordance with *Working Together to Safeguard Children* (2018). Child protection records should be kept on file after the child has left Arka Learning only if instructed by the local authority.

Storage of staff and franchisee records

In line with HM Government guidance on safer recruitment contained in *Keeping Children Safe in Education* (2023), staff and franchisee information will remain on the Single Central Register until the employee leaves Arka Learning. Their information must be removed within one month of their leaving date.

Copies of DBS certificates must be securely destroyed within six months of the start date.

Records of low-level concerns must be stored securely until the staff member leaves employment with Arka Learning.

Details of allegations found to be either malicious or false following an investigation by Arka Learning or by the LADO must not be stored on staff or franchisee records. Other allegations which have been found by the LADO to be unsubstantiated, substantiated or unfounded must be stored for a period of at least ten years from the date of the allegation or until the staff member or franchisee has reached pensionable age, whichever is soonest.

Records of accidents or incidents which do not have a safeguarding element

Records of accidents or incidents which do not have a safeguarding element will be kept in anonymised form on file indefinitely and may be requested by Ofsted or the local authority at any point.

Records of complaints

Records of complaints will be kept on file in anonymised form for at least three years and may be requested by Ofsted or the local authority at any point.