

Privacy Notice

Last updated: **22/05/2018**

INTRODUCTION

We are committed to ensuring that any personal data we hold about you and your child is protected in accordance with data protection laws and is used in line with your expectations. This privacy notice explains what personal data we collect, why we collect it, how we use it and how we protect it.

CONTACT INFORMATION FOR THE DATA CONTROLLER

Alison Shepherd
Little Acorns Pre-School
Beechway
Fulwood
Preston
Lancashire
PR2 8EU

YOUR PRIVACY

In order to protect your privacy we will not distribute your name, email address or any other personal information we may hold to third parties. In the event that recognised law enforcement agencies or an official court order requests information we do reserve the right to co-operate entirely with their wishes.

If you want to request further information about our privacy policy you can email us or write to us at the above address.

VISITORS TO OUR WEBSITE

When someone visits our website we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site.

This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

WHAT PERSONAL DATA DO WE COLLECT?

We collect personal data about you and your child to provide care and learning that is tailored to meet your child's individual needs. We also collect information in order to verify your eligibility for free childcare as applicable.

Personal details that we collect about your child include:

- your child's name, date of birth, address, health and medical needs, development needs, and any special educational needs

Where applicable we will obtain child protection plans from social care and health care plans from health professionals.

We will also ask for information about who has parental responsibility for your child and any court orders pertaining to your child.

Personal details that we collect about you include:

- your name, home and work address, phone numbers, emergency contact details, and family details
date of birth, national insurance number

This information will be collected from you directly in the registration form.

If you apply for up to 30 hours free childcare, we will also collect:

- your national insurance number or unique taxpayer reference (UTR), if you're self-employed. We may also collect information regarding benefits and family credits that you are in receipt of.

Why we collect this information and the legal basis for handling your data

We use personal data about you and your child in order to provide childcare services and fulfil the contractual arrangement you have entered into. This includes using your data to:

- contact you in case of an emergency
- to support your child's wellbeing and development
- to manage any special educational, health or medical needs of your child whilst at our setting
- to carry out regular assessment of your child's progress and to identify any areas of concern
- to maintain contact with you about your child's progress and respond to any questions you may have
- to process your claim for up to 30 hours free childcare (only where applicable)
- to keep you updated with information about our service

With your consent, we will also record your child's activities for their individual learning record. This may include photographs and videos. You will have the opportunity to withdraw your consent at any time, for images taken by confirming so in writing.

We have a legal obligation to process safeguarding related data about your child should we have concerns about their welfare. We also have a legal obligation to transfer records and certain information about your child to the school that your child will be attending (see *Transfer of Records* policy).

WHO WE SHARE YOUR DATA WITH

In order for us to deliver childcare services we will also share your data as required with the following categories of recipients:

- Ofsted – during an inspection or following a complaint about our service
- banking services to process chip and pin and/or direct debit payments (as applicable)
- the Local Authority (where you claim up to 30 hours free childcare as applicable)
- the government's eligibility checker (as above)
- our insurance underwriter (if applicable)
- the school that your child will be attending

We will also share your data if:

- We are legally required to do so, for example, by law, by a court or the Charity Commission;
- to enforce or apply the terms and conditions of your contract with us;
- to protect your child and other children; for example, by sharing information with social care or the police;
- it is necessary to protect our rights, property or safety
- We transfer the management of the setting, in which case we may disclose your personal data to the prospective buyer so they may continue the service in the same way.

We will never share your data with any other organisation to use for their own purposes

HOW DO WE PROTECT YOUR DATA?

We protect unauthorised access to your personal data and prevent it from being lost, accidentally destroyed, misused, or disclosed by:

All data is stored in the lockable cupboard in the office

HOW LONG DO WE RETAIN YOUR DATA?

We retain your child's personal data for up to 3 years after your child no longer uses our setting, or until our next Ofsted inspection after your child leaves our setting. Medication records and accident records are kept for longer according to legal requirements. Your child's learning and development records are maintained by us and handed to you when your child leaves.

In some instances (child protection, or other support service referrals) we are obliged to keep your data for longer if it is necessary to comply with legal requirements (see our Children's and Provider Records policies).

AUTOMATED DECISION MAKING

We do not make any decisions about your child based solely on automated decision-making. Or explain details if this is the case.

FACEBOOK CONTACT

If you send us a private or direct messages via social media the message will be stored for no more than 3 months. Your message and details will then be deleted.

Your information will not be shared with any other organisations within this timeframe unless we specifically have your consent to do so.

TELEPHONE CONTACT

When you call our advertised telephone numbers we will collect information such as your name, address, email address and any other information we absolutely require in order to carry out your request.

EMAIL CONTACT

We monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Our website contains a contact form which asks you for information which we require in order to reply to your enquiry.

The personal information we collect from you consists of:

- Your Name: We need your name to acknowledge who you are when we reply back.
- Your Email Address: We require your email in order to communicate back to you via this method.

(SSL) SECURE SOCKETS LAYER

Our website uses SSL encryption.

The primary reason why SSL is used is to keep sensitive information sent across the Internet encrypted so that only the intended recipient can understand it. This is important because the information you send on the Internet is passed from computer to computer to get to the destination server.

Any computer in between you and the server can see your credit card numbers, usernames and passwords, and other sensitive information if it is **not encrypted** with an SSL certificate.

When an SSL certificate is used, the information becomes unreadable to everyone except for the server you are sending the information to. This protects it from hackers and identity thieves.

Your personal information (not including credit/debit card information) is sent to servers located in the North West of the United Kingdom and is never sent out of the United Kingdom. If you require more specific information regarding the location of this data please contact us.

The connection to our website is currently encrypted and authenticated using TLS 1.2, ECDHE_RSA with P-256, and AES_128_GCM

MAKING A COMPLAINT

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We may compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute.

If a complainant does not wish information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

YOUR RIGHTS WITH RESPECT TO YOUR DATA

You have the right to:

- request access, amend or correct your child's personal data
- request that we delete or stop processing your/your child's personal data, for example where the data is no longer necessary for the purposes of processing; and
- request that we transfer your, and your child's personal data to another person

YOUR RIGHTS UNDER THE GDPR

Under the General Data Protection Regulation (GDPR), you have rights as an individual which you can exercise in relation to the information we hold about you. These consist of:

- Your right to be informed
- Your right of access
 - You can request access to a copy of your data in electronic form and details of how it is processed. There is a £10 admin fee for this service. We will provide this to you within one month of your request.
- Your right to rectification
- Your right to erasure
- Your right to restrict processing
- Your right to data portability
- Your right to object
- Your rights to automated decision making including profiling
- You can read more about Your Rights Under the GDPR

ACCESS TO PERSONAL INFORMATION

We try to be as open as we can be in terms of giving people access to their personal information.

Individuals can find out if we hold any personal information by making a 'subject access request'. There is a £10 admin fee for this service. If we do hold information about you we will:

- Give you a description of it.
- Tell you why we are holding it.
- Tell you who it could be disclosed to.
- Let you have a copy of the information in an intelligible form.

To make a request to us for any personal information we may hold you need to put the request in writing and send it to the address at the top of this page.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us.

LINKS TO OTHER WEBSITES

This privacy notice does not cover the links within this website linking to other websites. We encourage you to read the privacy notices on the other websites you visit.

CHANGES TO THIS PRIVACY NOTICE

We keep this notice under regular review. You will be notified of any changes where appropriate.

If you wish to exercise any of these rights at any time or if you have any questions, comments or concerns about this privacy notice, or how we handle your data please contact us. If you continue to have concerns about the way your data is handled and remain dissatisfied after raising your concern with us, you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk/