

RIVERSIDE NURSERY
PARENTS DATA PRIVACY NOTICE

We request and process various types of personal information from you. We are duty bound to keep this information safe and ensure that we comply with the provisions of the 2018 General Data Protection Regulations. You can find out the specific details of these regulations on-line from the Information Commissioners Office at <https://ico.org.uk>

The categories of personal information that we require, hold and share include:

- Names, addresses, telephone and email contact details, on yourself, and your child (including child's date of birth)
- Details of emergency contact persons
- Characteristics (such as ethnicity, language)
- Attendance information (such as sessions attended)
- Educational and developmental progress information on your child
- Photographs of yourself or photographs/videos of your child
- Accidents and health/medical information on your child
- Your NI number if required for Funded Hours claims
- Your bank details when processing fee refunds

Why we request and use this information:

We request and use your information to enable us to provide you with a service which involves the care and education of your child. Without this information, we are unable to supply you with our service.

The lawful basis on which we use this information

We require your personal information primarily for us to fulfil our **contract** with you to provide nursery services. Also, as a condition of our registration as a child care provider, we have a **legal** requirement to ask you to supply us with information. After you have ceased using our services, we have further **legal** requirements or recommendations (e.g. from Ofsted and our insurance company) to keep your and your child's data for a period of time.

However, some data we collect, such as photographic images, some of which may be used for marketing purposes, require you to give **consent** for us to do so. Where this is the case, you will be able to sign a consent form to 'opt in', usually when your child starts at the nursery. You have a right to withdraw consent at any time going forward, but it must be understood that once marketing materials have been published, on a practical level, there could be a delay before the data can be withdrawn from use. In the case of the nursery CCTV, because it is installed throughout the nursery, you must choose at the onset whether or not you are happy for your child to be recorded and decide on acceptance of a nursery place accordingly. We have a separate CCTV policy, and if you wish to see it, please ask the nursery office.

We will use the information you provide us with for:

- General administrative and management purposes - including communication with you; administering class lists and maintaining your nursery fee account. Information may also be aggregated to produce appropriate management reports.
- Administration of our online learning journal – to which you have full access
- Marketing purposes where your permission has been given.

Who we share your or your child's personal information with and why

We share data with:

- Schools that the your child goes on to after leaving us – so they will be able to better cater for your child
- Our online learning journal company – in order for observations and reports to be compiled (we have a separate On-line Journal Policy)
- Our online management software company – to enable us to better carry out administrative tasks required to run the nursery
- The local authority, if requested – for any legitimate reason
- In line with our Safeguarding Children Policy, we reserve the right to share confidential information on a need to know basis with other professionals - in order to meet the individual needs of your child and/or to comply with the law
- We allow parents to take photographs or videos at all nursery group events such as nativity plays or our summer fun sports – most parents value the opportunity to record their child at these events (if a parent is unhappy for their child to be recorded, the only option available is to withdraw the child from that particular event)
- Courts of law and legal firms – in order to recover unpaid nursery fees
- Our website and social media company – photographs or videos for marketing purposes to ensure sustainability of the nursery

Data retention

When your child leaves, information is retained and archived. We will hold information about you and your child only for as long as the law says and no longer than necessary. After this, we will dispose of it securely. Please ask the nursery office for information on legally prescribed retention periods for individual documents.

Security and storage of your information

We keep data about all individuals secure and aim to protect data against loss or theft. Data is only accessed by authorised individuals. All paper forms are kept locked away and all computers and tablets are password protected and information encrypted as appropriate. Staff are trained in data protection as necessary.

We use online third party companies in respect of general nursery management, child record keeping and marketing. We ensure that we only use companies which practice the necessary protocols to ensure compliance with data protection.

Your rights

The nursery is registered with the Information Commissioners Office (the certificate can be viewed in the nursery office). There are various rights available to you in respect of data processing and details can be found on the ICO website <https://ico.org.uk>

You have the right to request **access** to information that we hold about you to in order to check accuracy and relevance. To make a request for your personal information, or be given access to your child's educational record, please contact the Head of Nursery, who acts as our organisations **contact person**. If it is a financial record, please contact the nursery bursar.

If you have a concern or **complaint** about the way we are collecting or using your personal data, we request that you raise your concern with the Head of Nursery in the first instance. If

you remain dissatisfied with our answers to your concerns, you can then contact the Information Commissioners Office.

May 2018 V1