

How we use your information - PRIVACY NOTICE FOR PARENTS

The Bath Nursery Company, incorporated in England and Wales, (registration No. 9055520) and Combe Down Nursery (registered in England & Wales as Combe Down Nursery Limited, registration no. 06628921) are committed to preserving the privacy of our clients and their families. The following privacy notice details how we, as a data controller, collect, store, use and protect personal information that you our client provide to us for the purposes of your contract for childcare services with us.

How your Information will be used

The Company needs to keep and process information about you/your child for purposes of your contract with us. The information we hold, and process, will be used for our management and administrative use only. We will keep and use it to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately, during the initial acceptance of your signed contract, whilst you/your child attends nursery with us, at the time when your contract ends and after you/your child have left. This includes using information to enable us to comply with any legal requirements, pursue the legitimate interests of the Company and protect our legal position in the event of legal proceedings. If you do not provide this data, we may be unable, in some circumstances, to comply with our obligations and we will tell you about the implications of that decision.

Much of the information we hold will have been provided by you, but some may come from other external sources, such as information from HMRC or your company voucher scheme.

The sort of information we hold includes (but is not exhaustive):

- your application form
- your signed contact and terms and conditions
- correspondence with or about you, including emails, for example letters to you about your account, or at your request, a letter to DWP confirming your childcare costs etc.
- information needed for Invoices, benefits and funding purposes;
- Personal identifiers and contacts (including name, address, dates of birth (child), contact and emergency contact details, unique reference number)
- Attendance records (such as sessions booked and attended, any previous nursery or childcare, reasons for absences and numbers of absences)
- Medical and administration (Doctor/health visitor information, child health, allergies, medication and dietary requirements)
- information needed for equal opportunities monitoring policy;
- Assessment and attainment (records relating to your child, such as development records, individual plans, other performance measures and, where appropriate, input from external agencies)
- the date of birth of your child as confirmed on an original birth certificate
- Safeguarding Information (Proof of your parental responsibility as confirmed on an original birth certificate, Court orders or residency orders)

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Combe Road, Bath, BA2 5HY

Company No: 007137931

- Tax & NI records for the sole purpose of providing 30 hours of extended entitlement funding
- Bank or financial institution details so we can invoice you and collect payments

Other than as mentioned below, we will only disclose information about you to third parties if we are legally obliged to do so. In order for us to apply for government funding (Universal Entitlement and Extended Entitlement) we share information about your child with Bath & North East Somerset Local authority (Full Name address, date of birth, hours attended, National Insurance numbers) or where we need to comply with our safeguarding duties, for instance we may need to pass on certain information to social care if we have concerns about the welfare of a child. We may also be obliged to confirm with HMRC or DWP your child's attendance at the nursery for the prevention of fraud or for the confirmation of your right to claim benefits or receive government funding.

You will, of course, inevitably be referred to in some company documents and records that are produced by you and us in the course of carrying out our duties to our contract with you and the business of the company.

When necessary, we may keep information relating to your child's health, which could include reasons for absence and medical practitioner or occupational practitioners, for example speech and language therapists reports and notes. This information will be used in order to comply with our health and safety and occupational health obligations and to ensure that we provide an environment that is developmentally appropriate and safe for your child.

Your personal data is stored on our nursery management software, Connect Childcare, held on an external server with appropriate server security levels and certificates in place, as a hard copy in a locked filing cabinet in the nursery office and as a digital copy on iConnect our learning and development software. Only managers and company Directors, or their appointed representatives, have access to digitally stored records and those on the Connect servers. You and your child's key person will have access to information processed through the iConnect system.

Your records will be stored digitally for a period of three years following your notice to terminate your contract with the business. After this period your complete record will be securely destroyed in its entirety. Some data can be deleted earlier than this if requested by you, for example we don't need to keep your address or emergency contact details for three years. There may be some occasions when we need to keep children's records until a child reaches 21 years of age.

How we communicate with you

Our preferred method of communication with you is electronically via email. For this purpose we require a valid email address. Communications we may send you include

- Invoices and letters about your account with us
- Newsletters
- Letters about changes to the nursery business, for example staffing changes or development, fee increases etc.
- Official notifications we may receive for example from HMRC or Public Health England

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- Through iConnect system (parent zone) if you have registered to access your child's account online

If you would prefer not to receive communications via email you may opt out and notify us of this fact. Information will then be provided to you via hard copy (paper) either to you personally or by post to your registered home address.

Your Rights

Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data.

- You have the right to request from us access to and rectification or erasure of your personal data, in some circumstances, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability.
- If you have provided consent for the processing of your data you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.
- You have the right to lodge a complaint to the Information Commissioners' Office if you believe that we have not complied with the requirements of the GDPR or DPA 18 with regard to your personal data.

Contact

If you would like to discuss anything in this privacy notice please contact, in the first instance the Nursery Manager Kelly Lawrence.

Parent Declaration

I have read the attached privacy notice and have had my rights explained to me. I understand that, in some circumstances, which have been explained to me

- I can request for information held about me to be erased at my request.
- that I may remove my consent, for information to be stored, processed, or shared.
- I can request access to all the data held about me through a Subject Access Request

Name:

Signature:

Date:

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