



Ashburton Family Services

Woodlanders

Woodland Road Centre
Woodland Road
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familyservices@cooptel.net

Woodlanders Privacy notice

Dear Parents/ Carers,

Woodlanders is 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.

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, developmental needs, and any special educational needs.

Where applicable we may obtain child protection plans from social services and health care plans from healthcare 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, address, email address, phone numbers, emergency contact details, and other family details as applicable.

This information is collected from you directly via the registration form.

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

- Your National Insurance number or Unique Taxpayer Reference (UTR), if you're self-employed and your date of birth. We may also collect information regarding benefits and family credits that you are in receipt of.

Why we collect this information

We use personal data about you and your child in order to provide childcare services and fulfil the contractual arrangement you have entered into with Woodlanders. 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 Woodlanders
- 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 free childcare (if applicable)
- to keep you updated with information about our services

With your consent, we also record your child's activities for their individual learning record. This may include photographs and videos. You may at any time withdraw your consent for us to take or use photographic or video images of your child.

Safeguarding

We have a legal obligation to process safeguarding related data about your child should we have concerns about their welfare.

Who we share your data with

In order to deliver childcare services we may also share your data as required, with:

- Ofsted – during an inspection or following a complaint
- Banking services to process direct debit payments
- The Local Authority – to access funding for your child
- 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 the Charity Commission, or a court of law
- 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/or others rights, property or safety

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 holding hard copies in a secure, locked filing cabinet, and electronic copies on password protected electronic devices.

How long do we retain your data?

We retain setting registers for seven years after your child has left Woodlanders. 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. Registration forms and electronic data held (eg email addresses) will be retained no longer than six months after your child has left. All records of financial transactions are kept for six years.

In some instances (child protection cases, or other support service referrals) we are obliged to keep your data for longer if it is necessary to comply with legal requirements

Your rights with respect to your data

You have the right to:

- request access, amend or correct your/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 or organisation (such as, health services, children's centres, or another setting)

Giving feedback or raising concerns

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 using the contact details on the top of this letter. 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's Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk/

Changes to this notice

We keep this notice under regular review. Please be assured that we will notify you if we make any changes to any of these arrangements, as appropriate.

This notice has been written in conjunction with the following Woodlanders policies, all of which are available on request.

- Information Sharing
- Confidentiality
- Provider Records

Kind Regards

Clare Chamberlain
Facilities Manager