



Happy Hens Childcare Privacy Notice (how we use children's information)

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.

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.

Personal details that we collect about you include:

- Your name, home and work address, phone numbers, emergency contact details, and family details
- This information will be collected from you directly in the registration form.

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

We collect and use children's information under the Early Years Statutory Framework (EYFS, 2017), the Data Protection Act (1998) and the GDPR (2018). We use personal data about you and your child in order to provide childcare services. We are required to hold and use this personal data in order to comply with the EYFS, Ofsted, The Department for Education and Cambridgeshire County Council early years team. 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

If your child is within the Early Years Foundation Stage, 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.

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)
- our setting software management provider (once launched, 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 or by a court;
- 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/others 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:

- Keeping paper-based records about children and their families securely; within locked cabinets at Little Hens Childcare, locked bags for transportation and locked filing boxes or cabinets at home when required.
- We have prior agreement from Ofsted to keep some records securely off the premises (see also Data Transporting Policy).
- Where records relating to individual children are kept on our computers, externally or in cloud storage such as iCloud, Google Drive or Dropbox, including digital photos, we will store the information securely, for example in password-protected files, to prevent viewing of the information by others with access to the computer. Backup files will be stored on an encrypted memory stick which will be locked away when not being used. Firewall and virus protection software are in place. (See also Data Transporting Policy).

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 Data Protection Policy).

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

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:

Hannah Underwood or Jeanette Fenn

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/