



## Privacy Notice

Bright Eyes Childcare Ltd

In order to provide a professional care service and meet statutory requirements, it is necessary for me to collect and record information about children and their families.

Bright Eyes Childcare Ltd is registered with the Information Commissioners Office and Stephanie Kelly (currently on maternity) and Donna Perraton are our designated data controllers. We acknowledge and agree that any personal data that we handle will be processed in accordance with all applicable data protection laws in force. Currently, the Data Protection Act 1998 applies which will be replaced from 25th May 2018 with the General Data Protection Regulation (GDPR).

### **This privacy notice informs you about:**

- What information is collected about your child and you as a parent / carer.
- The methods used to collect and securely store this information.
- What the information is used for.
- Whom information is shared with and why.
- The methods used to share information.
- How to request access to any data held about you and your child.

### **The type of information that we collect, hold and share includes:**

- Personal Information (such as names, dates of birth, family composition, contact information and emergency contact details)
- Sensitive Information (such as health / medical information, additional support needs and details of any other services involved)
- Characteristics and Preferences (such as ethnicity, religious / cultural preferences, nationality, language, dietary requirements, likes and dislikes, daily routine information)
- Attendance Information (such as sessions attended, absences and reasons for absence / nonattendance)
- Learning and Development information (such as observations, development progress and achievements, activity participation)

### **We collect this information for the following purposes:**

- To ensure the wellbeing of all children and meet individual care needs
- To meet my statutory obligations as a childcare provider
- To respect family beliefs and where possible, tailor care to support existing routines, lifestyle choices and preferences
- To monitor and report on children's learning and development progress
- To access additional support services where applicable
- To access financial support or funding for eligible families
- To comply with the law with regards to data sharing
- To regularly assess the quality of my care service



### **The lawful basis on which we use this information:**

We collect and use information about children and families on the basis of legal obligation, in order to meet my statutory requirements as a childcare provider, and for the legitimate interests of everyone associated with my childcare service. We may also process special category data (for example details about ethnicity, religion, cultural preferences, diet or health) where explicit consent has been given for the purposes of meeting individual needs and care preferences.

### **Collecting Information**

Whilst the majority of information collected is mandatory in order for me to meet the statutory requirements of a registered childcare provider (for example from [Ofsted / The Care Inspectorate](#) and the [EYFS / Health and Social Care Standards](#)), some of it may be provided on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain information or if you have a choice in this. In all circumstances, any information we request is always for the purposes of delivering high quality care and improving outcomes for your child.

### **Data Collection and Storage Methods**

We use the following methods to collect information and ensure it is stored securely:

- Paper forms, printed records and photo copies – Stored in locked filing cabinet
- Electronic forms, emails, photographs, videos – Stored on business computer with both password and virus protection
- Online Childcare System / Web Application – Secured with password and hosted in the UK by a reputable company with their own security measures and data protection procedures as a requirement of the General Data Protection Regulation.

Our setting is also secured with CCTV which is risk assessed for breach of data protection.

### **Retention Period – How long is data stored for?**

Information that had been collected about children and their families will be retained until it is no longer required as evidence for [Ofsted / the Care Inspectorate](#) / HMRC or for insurance purposes. In the majority of circumstances this will be no longer than 3 years after the child has left the setting, however to comply with insurance requirements, any information relating to safeguarding and welfare must be retained until a child is 21 years and 3 months old. When a child moves on from the service, normal procedures will include providing families with any additional material, for example photographs and artwork. With permission from parents, any learning and development information can be forwarded on to the child's future care setting / school / nursery to help support transition following completion of a data sharing agreement.

Any information that is not passed on to parents or forwarded to a future setting and is no longer required will be destroyed. Paper documents will be shredded and any digital information will be securely deleted.



### **Sharing Information with parents and carers**

We will share information with parents (and any other named individual's parents have included within their child registration form via the Multiple data sharing agreement) via the following methods:

- Verbally – face to face discussions or via telephone
- In writing / paper form – letters, forms, contact diaries, learning journals, progress reports
- Digitally – Emails (including activity reports sent via secure on line childcare system / web application), Text Messages, Private Facebook Page

If there are any methods of communication you would prefer not to be used, please discuss this with Stephanie Kelly.

### **Sharing Information with others**

Any information given to us, either verbally or in writing, regarding your child or your family will be treated as private and confidential, however certain situations may require us to share details with others. These situations include:

- As evidence to **Ofsted / The Care Inspectorate** on request or inspection.
- To work efficiently with our members of staff and ensure continuity of care.
- To seek advice from other professionals for example to assist with additional support or medical needs.
- To support transition when a child is moving onto a new setting or to support wellbeing and development where there is to be a shared care arrangement.
- To apply for funding / early years entitlement

Where information about your child is to be shared with others, I will ask you to sign a Data Sharing Agreement to ensure that you understand fully who information is being shared with and the reasons for this. Only in exceptional circumstances, for example in an emergency situation or where there are safeguarding concerns, will information be shared without consent in order to inform the emergency services, alert the local safeguarding team or notify the police.

### **Displaying and Publishing Information**

In order to share children's experiences and achievements with families, we like to display photographs of children taking part in activities and examples of their artwork and achievements in our setting. We may also include photographs and share news about individuals in newsletters, on our website, Facebook page or information / welcome booklets which may be viewed by existing, previous and prospective families. Again, we will ask for parental consent for this within the child registration form and will respect your wishes if you would prefer any images or material specifically relating to your child not to be included.



### **Requesting Access To Data**

Under data protection legislation, you have the right to request access to information that we hold about you and your child. To make a request for personal information, or if you would like access to your child's records and learning and development information, please do not hesitate to contact Donna Perraton in person or contact via email ([donnap@brighteyescornwall.co.uk](mailto:donnap@brighteyescornwall.co.uk)) or telephone (01726 73259) to make a request.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, I request that you raise your concern with Stephanie Kelly in the first instance so that we can work with you to resolve the situation. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

### **Changes to Privacy Notice**

This privacy notice will be reviewed regularly and updated as necessary to reflect any changes to data collection or processing methods.

**If there is anything in this privacy notice you would like to discuss, please do not hesitate to contact Stephanie Kelly.**

Privacy Notice updated by Stephanie Kelly

March 2019

Reviewed by Owner 19/10/19

Reviewed M Larson 18/2/20

**March 2019**

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