

Privacy notice for Sunflower Children's Centre



How we collect personal information

We collect personal information in a variety of ways:

- ☐ Via paper or online forms
- ☐ By telephone or in face to face meetings
- ☐ By email, letters and texts
- ☐ Via digital media e.g. Facebook
- ☐ By recording images of people through CCTV or by taking photographs

This information may have been provided:

- ☐ Directly by you or your child
- ☐ By your representative e.g. another family member
- ☐ A member of our staff
- ☐ By another organization where there is a legal reason for them to share your information with us

How we use personal information

The information provided to us will be used to help us look after your child and meet his/her needs. We will use the information provided to:

- ☐ Deliver an effective service to you and your child
- ☐ Ensure we fulfil our legal obligations e.g. Ofsted and the local authority
- ☐ Maintain and update your child's records and contact details
- ☐ Contact you when we need to
- ☐ Provide you with information and updates about our service
- ☐ Obtain your opinion and feedback about services we provide

Sharing your information

Where necessary, we may share your information with other organisations and partners that provide services on our behalf such as:

- ☐ The local authority if your child is receiving Funded Early Learning
- ☐ Ofsted if your child has a serious accident at our setting
- ☐ The provider of the childcare management software system that we use in the setting
- ☐ Other early years providers or schools that your child attends or will attend in the future
- ☐ Other local early help services such as health visitors, family Center's, MAST teams, EY inclusion Team
- ☐ Children's social care services or the police if we think that you or your child may be at risk of harm In such cases we will only share the minimum information necessary to enable these organisations to provide services to you or to meet their legal requirements. We have information sharing agreements in place with these organisations and they are required to retain your information in a secure manner and only use it for the purpose for which it was shared or to meet other legal requirements.

Personal information about you may also be provided to other Early Years providers or school e.g. if your child was receiving at our setting.

We will only share your personal information with third parties who are legally entitled too it.

How long we keep information for

This varies depending on the type of information, as well as the legal requirements and reason we are keeping the information in some instances the law sets out the length of time information has to be kept. We have a data retention plan that sets out how long we need to keep different types of information and how it will be safely disposed of.

Your legal rights

When we collect personal data from you, we will tell you how we are going to use your data. Where we record or share your information, you have a number of rights under Data Protection law.

The right to be informed

You have the right to be told how your personal information will be processed. This right applies whether or not you supply your information to us, or whether we obtain your information from a third party. We have produced this Privacy notice to explain what we do with your personal information and why.

The right to access your personal data

If you notice that your personal information is inaccurate or incomplete, you have the right to ask for this to be corrected.

We will always comply with a request for rectification unless there is a legal reason why we can't e.g. if the information is held for evidential purposes and was accurate at the time of collection. Where we can't rectify your information we will provide an explanation why.

The right to have your personal data erased

You have the right to ask for any information held about you or your child to be erased. We must legally erase any information where there is no compelling reason for us to retain it. Where we can't comply with a request to erase your information we will explain this to you.

The right to restrict the processing of your personal data

You have the right to ask for the processing of your personal information to be blocked or suppressed. This means we can continue to hold your personal information but we can't process it in any other way. Where we cannot comply with a request for restriction of processing because there is a legal reason not to, we will explain this to you.

The right to object to certain types of processing

You have the right to object to certain types of processing of your personal information. If there is a legal reason why we cannot comply, we will explain this to you.

The right to ask for your data to be sent to another organisation (data portability)

There are some limited circumstances where you can have the right to ask us to transfer your personal data to another organization. We do not believe that any type of processing we carry out falls within this criteria, however we will always comply with requests from you to transfer your data where possible.

The right to object to automated decision making

Automated decision making is something that is done by a computer system with no human interaction. e.g. when applying for credit, a computer system may decide that you are not eligible to be accepted for that credit. We do not currently carry out automated decisions without any human intervention but we will tell you if this changes in the future.

When we can't comply with a request

There are some circumstances where other laws prevent us from complying with your rights. Where this is the case, we will explain this to you and provide reasons why. To exercise any of the rights above contact the Data Protection Officer in the setting.

How to make a complaint

If you are unhappy about the way your personal data has been handled, you can make a formal complaint about the service, or complain directly to the Information Commissioner's Office.

The Data Protection Manager is Louisa Hazlehurst

To make a formal complaint in this setting contact Louisa Hazlehurst (Centre Manager), Lauren Jukes (Manager) Scarlett Lightning (Manager)

To contact the Information Commissioner's Office phone 03031231113

To contact Ofsted phone 03001231231