

Privacy Policy

Who we are

We are **Appletree Childcare (Sheffield) Ltd (Appletree)**. We collect and process your personal information in the ways we set out in this privacy policy and we comply with the relevant data protection regulation and laws. This policy provides you with information about your rights and our obligations and explains how, why and when we process your personal data.

Appletree Childcare (Sheffield) Ltd's registered office is at The Pavilion, Main Street, Grenoside, Sheffield S35 8PR and we are a company registered in England and Wales under company number **5405743** and Charity number **1122241**. **Appletree** is registered with the Information Commissioner's Office Register; registration number, and acts as the data controller when processing your data. Our designated Data Protection Officer is our Development Manager, who can be contacted at anne@appletrreechildcare.org.uk.

Information we collect

We process your personal information to meet legal, statutory and contractual obligations and to provide you and your children with our services. We will never collect any unnecessary personal data from you and we do not process your information in any way, other than as specified below.

Personal data we collect is (not all data is collected from all families):

- Name of child and parents/carers
- Address of child/parents/carers
- Telephone number of parents/carers
- Email address of parents/carers
- Dates of birth and gender of child
- Dates of birth and National Insurance numbers of parents/carers
- Name and telephone numbers of family/friends who agree to act as emergency contacts
- Health, disability and allergy information about children
- Details about any illness or injury
- Photographs of children to be used on internal documents and transition documents when moving to other settings such as school
- Information about children's likes and dislikes, hobbies and activities
- Family information where this affects the child in our care
- Information about children's development
- Information about any additional need of a child
- Information about concerns and issues about and around a child which relates to a possible safeguarding issue

We collect data from the application form and other paperwork completed by parents/carers when they register a child at nursery and from telephone calls and emails. We add to this from conversations with family members, information from third parties such as Social Services and observations of the children.

The data is stored in paper based filing systems, in lists and in other documents within Appletree and on our computer system.

How we use your personal data

Appletree takes your privacy very seriously and will never disclose or share your data without your prior consent; unless required to do so by law or by our duty of care to your child. We only retain your data for as long as is necessary and for the purposes specified in this notice. The purposes and reasons for processing your personal data are detailed below (not all reasons will apply to all children):

- To communicate with parents/carers about your child and his/her welfare, his/her development and any practical arrangements about care
- To communicate with parents or other contacts in case of an emergency affecting your child
- To make sure that we provide a safe environment for your child and for the other children in our care
- To make sure that we understand your child's needs so that we can create an environment in which they can flourish
- To monitor and record your child's development so that we can plan activity around them and also so that we can pick up any areas in which they are slow in meeting milestones and can plan appropriate interventions
- To pass to other providers such as schools when a child moves on and also to agencies providing specialist services such as speech and language
- To pass to other agencies if a safeguarding incident arises
- To invoice parents for costs incurred in caring for your child or arranging for Free Early Learning or other sources of funding for places
- To meet our legal obligations to OFSTED and Sheffield City Council.
- To collect your opinions and feedback about our services

Your rights

You have the right to access any personal information that **we** process about you or your child. A request in writing should be forwarded to the Manager Janet Parkin.

The following will be provided:

- What personal data we hold about you
- What we do with the information we hold and why we hold it
- The type of personal data we hold
- Anyone to whom the personal data has/will be disclosed
- How long we intend to store your personal data
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You have the right to request erasure of your personal data or to restrict processing (where applicable) in accordance with the data protection laws. In some cases this is not possible because of our legal obligations or our duty of care to the children and you will be informed of the reason.

With whom do we share your personal data?

In order to complete your order we may need to share some of your personal information with some third parties. We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement or where it is necessary because of our duty of care to the child. We process your data to ensure that it complies fully with this privacy policy, the data protection laws and any other appropriate confidentiality and security measures.

We may share your information with the following as appropriate :

- Sheffield City Council Early Years Department, Free Early Learning, Special Educational Needs Department or Social Services
- Health visitors or other NHS staff
- Specialist support agencies including speech and language
- Multi-agency support teams
- DWP Tax Credit department
- County Court
- OFSTED
- Local schools or other early years' providers when child is moving on

Safeguarding data measures

We take your privacy seriously and take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including, but not limited to:

- Restricted access
- IT authentication
- Anti-virus/malware
- Locked cabinets

Consequences of not providing your data

You are not obligated to provide your personal information to **Appletree**, however, as this information is required for us to provide you with our services and to care for your child we may not be able to offer all of our services without it.

How long do we keep your data?

Appletree only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. All information about children is retained and destroyed according to this copy. A copy of this can be provided on request.

Making a complaint

Appletree only processes your personal information in compliance with this privacy policy and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your

information, you have the right to lodge a complaint with us or with the Information Commissioner's Office who are the supervisory authority.

Please ask at **Appletree** if you want a copy of our complaints procedures or to make a formal complaint.

To contact the Information Commissioner's Office phone 0303 123 1113

To contact OFSTED phone 0300 123 1231

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.