

# Parent Privacy Notice

## Introduction

Countryside Nurseries 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. We intend to meet all the requirements of the Data Protection Act 1998 and the General Data Protection Regulations (GDPR) 2018 when collecting, storing, and destroying any personal data.

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 we collect

We collect personal data about you and your child to provide the best care and learning that is tailored to meet your child's individual needs.

Personal details that we collect about you and your child include:

- Your name, home and work address, phone numbers, emergency contact details, family details, and bank details.
- Your child's name, date of birth, address, health and medical needs, development needs, and any special educational needs
- Where required we will obtain child protection plans from social care and health care plans from health care professionals.
- We will also ask for information about who has parental responsibility for your child and any court orders pertaining to your child.

This information will be collected from you directly by the completion of the registration form.

If you apply for childcare funding, EYPP etc. we will also collect:

- Your national insurance number or unique taxpayer reference (UTR), if you're self-employed. We may also collect information regarding benefits and family credits that you are in receipt of.

## Purpose of this information and the legal basis for handling your data

We use personal data about you and your child to provide the best childcare services and fulfil the contractual arrangement you have made with Countryside Nurseries. 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 all childcare funding, EYPP etc.
- to keep you updated with information about our service

With your consent, we will also record your child's activities for their individual learning on Family. This may include photographs and videos. You will have the opportunity to withdraw your consent at any time, for images taken by confirming this 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 nursery or school that your child will be attending.

### Data is shared with

For us to deliver childcare services we will also share your data as required with the following:

- Ofsted – during an inspection or following a complaint about our service
- banking services to process chip and pin and/or direct debit payments
- the Local Authority (where you claim any free childcare as applicable)
- the government's eligibility checker
- our insurance provider
- our setting software management provider, Family
- the school or nursery 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; sharing information with social care or the police.
- it is necessary to protect our/or other 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.

### Protecting your data

We protect unauthorised access to your personal data and prevent it from being lost, accidentally destroyed, misused, or disclosed by:

- All sensitive and personal data is stored in the office or at Countryside Nurseries Head Office
- Employee permissions and access levels are in place
- Retention procedure in place

### Retaining your data

We retain your child's personal data for up to 3 years after your child no longer attends our setting, or until our next Ofsted inspection after your child leaves our setting. Medication records and accident records are kept for longer periods according to legal requirements in place. Your child's learning and development records are maintained by us and handed to you when your child leaves the setting.

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. If you would like further information on this contact us at [enquires@countrysidenurseries.co.uk](mailto:enquires@countrysidenurseries.co.uk).

### 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 us at [enquiries@countrysidenurseries.co.uk](mailto:enquiries@countrysidenurseries.co.uk) or on 01628 476153.

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/](http://ico.org.uk/)

### Changes to this notice

We will keep this notice under regular review and will notify you of any changes where appropriate.

Countryside Nurseries Ltd. Data Protection Office (DPO) is Andrew Palmer-Moore / Kellie Tye

This policy was adopted on	Signed on behalf of the nursery
05/02/2025	KellieATye (Area Manager)