Privacy Notice

*For Wakoos Parent/Carer and Child Data*

This Privacy Notice forms part of Wakoos Centre4Children Ltd.’s (“Wakoos”, “we”, “our”) Data Protection Policy and relates to personal information we have collected, or will collect, about parents/carers (“you”) and children in order to provide our services.

Wakoos promises to keep your data safe, private and to only use your personal information to manage your account and provide tailored care to your child.

Your privacy is protected by law under the General Data Protection Regulations (GDPR) which states that we are allowed to use personal information only if we have a proper reason to do so. This includes sharing information outside of Wakoos. The law says we must have one or more of these reasons to collect, hold or share your data:

* To fulfil a contract we have with you, or
* When it is our legal duty, or
* When it is in our legitimate business interest, or
* When you consent to it.

Categories of child information that we collect, hold and share include:

* Personal information and contacts (such as name, date of birth and address)
* Characteristics (such as ethnicity, language, nationality, country of birth)
* Attendance information (such as sessions attended, absences and absence reasons)
* Assessment information (such as development records, progress reports and observations)
* Medical information (such as medications required, allergies or dietary needs)
* Safeguarding information (such as court orders and professional involvement)
* Special educational information (including SEND needs and ranking)

Categories of parent/carer information we collect, hold and share include:

* Personal information (such as name, address and contact details)
* Family information (such as parent/carer relationship details)
* Financial information (including entitlement to certain funding benefits)

Why we collect and use this information

We use child data:

* to keep children safe
* to support child learning and monitor progress
* to provide appropriate care
* to assess the quality of our services
* to comply with the law regarding data sharing

We use parent/carer data:

* to support a child’s care
* to help identify parents when collecting children
* for the purposes of maintaining open communication
* for financial reasons to correctly invoice and collect payment
* to assess the quality of our services
* to comply with the law regarding data sharing

We expect to routinely contact you via email, phone or via the Parentzone system described in this notice, in order to provide you with nursery service updates, share important information about your child and send you monthly invoices.

How we collect child and parent/carer information

Data will usually be collected via your registration forms, parent contract and a selection of other introduction forms when your child begins the nursery. Whilst the majority information you provide to us is mandatory, some of it is provided to us on a voluntary basis to help improve our care. We will inform you whether you are required to provide certain information to us or if you have a choice in this (for example the optional sharing of photographs of children).

***Photographs of children***

When registering you will be asked to consent to the taking of photographs of your child whilst attending Wakoos. Photographs will only be taken using authorised devices belonging to us and will only be used according to your wishes. We use photographs of your child to share their activities and progress with you, including uploading to the ‘ParentZone’ platform and also the Wakoos Facebook page. This is an entirely voluntary process and your consent for this can be revoked at any time.

The lawful basis on which we use this information

We collect and use parent/carer and child information under GDPR Article 6 and Article 9. GDPR forms part of UK law under the UK Data Protection Act 2018. We are also required to collect and share certain data under the EYFS statutory framework: <https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>

Storing and sharing data

We hold child and parent/carer data both on physical forms in our offices and also by electronic means, including on some third party systems detailed below in this notice. We hold data only as long as is needed to continue to provide our services or as is otherwise required by law.

We routinely share information with:

* our local authority
* Ofsted
* Schools or other settings your child attends whilst using our services
* HMRC (for the purposes of funding entitlement and certain benefits)

We will not share information about you or your child with anyone unless the law and our policies allow us to do so, or unless you otherwise consent to it.

Authorised third parties

We use a limited number of authorised third-parties to help provide our services. They are not permitted to use the information we share with them for any other purpose. Where third parties are used to assist in processing your personal information, they will be required to comply with GDPR, our Data Protection Policy and any other appropriate confidentiality and security measures.

***Connect Childcare***

Some of your personal data collected under this Privacy Notice will be inputted into the Connect Childcare system (www.connectchildcare.com) which helps us manage our nursery services. Your data is held securely and can only be accessed by authorised personnel. Some of you and your child’s personal data will be shared with you using their ‘Parentzone’ platform which helps enhance our services and communication methods with you.

Safeguarding your information

We work hard to keep your information safe and secure. We take reasonable and appropriate measures to protect personal information from loss, misuse, and unauthorised access, disclosure, alteration, and destruction, taking into account the risks involved in the processing and the nature of the personal information. Where necessary, as detailed above, we also rely on some third-party systems to safeguard your information and its physical security, and we have controls in place to limit access to, and to protect your information.

Requesting access to your personal data

Under data protection legislation, parents/carers have the right to request access to the information we hold about you and your child. To make a request for your personal information, or be given access to your child’s educational records, please contact your nursery manager.

You also have the right to:

* object to the processing of personal data that is likely to cause, or is causing, damage or distress
* prevent processing of data 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 Data Protection regulations

Right to be forgotten

Under Article 17 of GDPR, individuals have the right to have personal data erased. This is known as the ‘right to be forgotten’. The right is not absolute and only applies in certain circumstances. Whilst a child still attends Wakoos the right may not be exercised in all circumstances, as the personal data may still be necessary for the purpose for which we originally collected it, and may also be required to be held by law.

Notice of data breach

We will notify you if there is a breach of your personal information. If a security breach occurs that materially affects you or your information, then we will notify you as soon as possible and later report the action we took in response. The ICO will also be notified where necessary.

Changes

We may change this Privacy Notice at any time. All updates and amendments are effective immediately upon us giving notice, which we may give by any means, including, but not limited to, posting a revised version of this Privacy Notice on our nursery website: <https://www.wakoosc4c.co.uk/noticeboard/policies-and-procedures/>

Questions, Concerns and Complaints

Please speak to your nursery manager or email us at ***office@wakoos.co.uk*** if you have any questions about your privacy, accuracy of your information, or your access to it.

If you have a concern or complaint about the way we collect or use your personal data, our Privacy Notice or Data Protection Policy we request that you raise your concern with us in the first instance. You can email us at ***office@wakoos.co.uk*** or write to us at the address below. We will investigate the matter and are committed to resolving any privacy concerns that you might have.

Wakoos Centre4Children Ltd., Station Road, Billingshurst, RH14 9RY

*Wakoos Centre4Children Ltd. is registered as a data controller with the Information Commissioner’s Office (ICO) who may also be contacted with any queries or complaints:* <https://ico.org.uk/for-the-public/>