



The Ark Centre's Privacy Notice

The Ark Centre, 15 Springfield Lyons Approach, Chelmsford, Essex CM2 5LB 01245 467355

Introduction

The Ark Centre is 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.

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 do we collect?

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

Personal details that we collect about your child include:

- your child's name, date of birth, address, health and medical needs, dietary requirements and allergies, development needs, any special educational needs diagnosis, assessment information and contact details of any other professional involved in your child's care.

Where applicable we will obtain child protection plans from social care and health care plans from health professionals.

We will also ask for information about who has parental responsibility for your child.

Personal details that we collect about you include:

- your name, home address, phone numbers, email address, emergency contact details, and family details such as any siblings and their ages.

This information will be collected from you directly in the registration form and we ask that you advise us of any changes.

Why we collect this information and the legal basis for handling your data

We use personal data about you and your child in order to provide childcare services and fulfil the contractual arrangement you have entered into. 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 keep you updated with information about our service, such as sending you letters and newsletters via email

With your consent, we will also record your child's activities for their individual learning record. This may include photographs and videos. You will have the opportunity to withdraw your consent at any time, for images taken by confirming so in writing.

For some of the children, with your consent we use Tapestry, an online journal to record some of your child's activities to share with you.

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 school that your child will be attending (see *Transfer of Records* policy).

Who we share your data with

In order for us to deliver childcare and therapy services we will also share your data as required and with permission with the following categories of recipients:

- Ofsted – during an inspection or following a complaint about our service
- A school/ nursery that your child will be attending
- your child's Speech and Language Therapist at The Ark
- your child's Occupational Therapist at The Ark
- any other professionals at your request

We will also share your data if:

- We are legally required to do so, for example, by law, by a court or the Charity Commission;
- to enforce or apply the terms and conditions of your contract with us;
- to protect your child and other children; for example by sharing information with social care or the police;
- it is necessary to protect our/or others rights, property or safety

We will never share your data with any other organisation to use for their own purposes. We will not give information about you to anyone outside this establishment without your consent unless the law and The Ark's policies permit it.

How do we protect your data?

Written Jan 2021

We take the security of your personal data seriously. We have internal policies and strict controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed and to prevent unauthorised access.

We will only pass your personal data to a third party partner if they have signed a contract that requires them to:

- comply with the requirements of data protection laws;
- only use the data for the purpose/s for which it was supplied;
- comply with a duty of confidentiality; and
- implement appropriate technical and organisational measures to ensure the security of your data.

All data you provide to us is stored on secure servers located in the UK **OR** the European Economic Area. We may also store data in paper files.

Our third party partners will also store your data on secure servers which may be situated inside or outside the European Economic Area. They may also store data in paper files.

How long do we retain your data?

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

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 (see our *Documentation and Information* policy).

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. 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/

Changes to this notice

We keep this notice under regular review. You will be notified of any changes where appropriate.

Opt - in data consent:

Please sign and date (parent/carer) to confirm The Ark Centre can use your and your child's personal data provided as detailed in this Privacy notice.

FULL NAME:

SIGNED:

DATE: