Jollytots NI Ltd Customer Privacy Policy

Your privacy is extremely important to us. This policy explains what personal information we have, how we use it and how you can check and update any of your personal information. For the purposes of this Privacy Policy, “we” means Jollytots NI Ltd.

Why do we collect your personal information?

To deliver services relevant to you.

To help manage your account.

To manage our business to ensure it is adequately resourced.

The law also requires us to keep some information.

The type of personal information we have

Name of parents/Carer

Emergency contact

Address

Home telephone

Mobile Phone

Work telephone

Emergency phone

Email address

Name of child(ren)

Address of child(ren)

DOB

Ethnicity

First language

Other languages used

Festivals celebrated

Other childcare settings attended

Other professionals/agencies working with the child

Doctor’s name/address/Tel.

Health visitor’s name

Allergies

Dietary requirements

Medical treatment

Vaccinations/immunization

Medication

Care hours required

Bank account details

Facebook permission

Blossom permission

Permission for Photographs

Password for child pickups

Letters you sent to us and answers

Text messages

Staff observation notes of child(ren) at nursery

CCTV footage at nursery

Where do we get your information?

We collect information mainly when you sign up with us, contact us and when you use our services.

For example:

When you register as a customer you complete the registration forms.

When you get in touch with us to ask something.

When you use our services, we keep records of things like the date and time children are picked up by us and of arrival and departure from our premises.

If you have given us permission for your child to be shown on our private Facebook pages we take photos and post them on facebook along with stories about activities your child is involved in.

How we use your information

We use and analyse your information to keep in touch with you and to supply and improve our services. Sometimes we'll combine and anonymise this information so you won't be identified.

In particular, this means using your information to:

Get in touch with you.

Ensure your child(ren) are cared for in the way you want.

Ensure the Health and Safety of each child.

Communicating with other relevant professionals/agencies in an emergency and to understand the health needs of each child.

Manage your account and help you to manage your account.

Sort out a payment.

Manage our business.

Analyse business issues, write reports or carry out research.

Look into any complaints or questions you may raise.

Recover any money you might owe us.

We are allowed to use your information in these ways and share the information as described below because:

We need to so that we can provide you with services and to manage your account with us.

We need to use some of your information to comply with legal and regulatory obligations (such as satisfying our regulator HSC Trust that we are compliant).

Some of our use of your information is necessary for our legitimate business interests (such as conducting market research).

How we share your information

We do not normally share your personal information except possibly in the circumstances below.

With any public authority or law enforcement agency (if they are legally entitled and ask for it).

To comply with law or regulations, or for possible legal proceedings.

If there's an emergency and we think you or your child or other people are at risk.

Why we keep hold of your information

There are certain reasons we have to keep hold of your information.

We keep information while you're our customer or after you've left us, but only as long as we need it for the purposes described above. How long we keep it depends very much on the type of information and purpose.

For example, we might need to sort out disagreements, prove that you had an account with us or follow our legal obligations. Or the police may need it as evidence. We may also keep information about how you use our services.

In each case, the length of time that we need to keep the information may be different, but we will only keep the information for as long as we need it.

Your rights

You have a number of legal rights in relation to the information that we hold about you, including:

The right to request details of the information we have about you. There are a couple of ways to do this and some requests have to be writing for legal reasons.

The right to withdraw your consent to the use of your information where we are relying on that consent. Please note that we may still be entitled to process your information if we have another legitimate reason (other than consent) for doing so.

In some circumstances, you have the right to receive some of your information in a usable format and/or request we transmit that data to a third party where this is technically feasible. Please note that this right only applies to information which you have provided to us.

The right to ask that we update your information if it is inaccurate or incomplete.

The right to ask that we erase your information in certain circumstances. Please note that there may be circumstances where you ask us to erase your information but we are legally entitled to retain it.

The right to request that we restrict the processing of your information in certain circumstances. Again, there may be circumstances where you ask us to restrict the processing of your information, but we are legally entitled to refuse that request.

The right to make a complaint with the Information Commissioner at [www.ico.org.uk](https://ico.org.uk/) if you think that any of your rights have been infringed by us.

You can exercise your rights or check and update your information by contacting our Manager, Jaclyn Robinson, at Victoria Road Nursery 028 9336 4630

We use on-line services as follows

**Instant Nursery Manager** assists us to manage our business and to provide our services effectively. It has the following personal customer information.

Name of parents/Carer

Name of child(ren)

Address

Address of child(ren)

Home telephone Emergency phone

Email address

Ethnicity

DOB

Doctor’s name/address/Tel.

Health visitor’s name

Allergies

Dietary requirements

Medical treatment

Vaccinations/immunization

Medication

Care hours required

Mobile Phone

**The purpose** of this system is:

Contacting Parent/Carer

Emergency contact

Knowing our customers

Providing suitable care

Providing suitable education

Communicating with other childcare settings re pickups

Communicating with other relevant professionals/agencies in an emergency and to understand the health needs of each child.

Ensuring the health and safety of our children

Providing a suitable diet

Administering care hours

Maintaining the billing system

**Blossom** helps us to keep in contact with parents/carers and keep them informed of their child’s day. It holds the following information:

Child’s name, address and date of birth

Parent’s names and email addresses

Booking pattern

Daily diary

Medical information

Allergies

Nut permission

Dietary preferences

Family status

Likes and dislikes

**The purpose** of this system is

* To provide daily information to parents/carers
* To provide a messaging system between nursery and parents/carers
* To provide suitable dietary requirements
* To improve knowledge of children
* To provide an attendance register
* To provide contact information

**Facebook** private pages are only accessible by staff and our parents and have the following personal customer information:

Name of parents/Carer

Name of child(ren)

Photographs

Stories about children’s activities at nursery

**The purpose** of this system is for the interest of the parents and staff only.

This policy was adopted on\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

By\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Director

By\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Manager

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