

7.3 Privacy Notice

Personal data is protected in accordance with data protection laws and used in line with your expectations. This privacy notice explains what personal data we collect, why we collect it, how we use it, the control you have over your personal data and the procedures we have in place to protect it.

When we refer to "we", "us" or "our", we mean the Lloyd Park Children's Charity.

Data controller details

The Charity is a data controller, meaning that it determines the processes to be used when using your personal data. Please direct any enquiries to our Data Protection Leads at lpc@tlpcc.org.uk

**We are registered with the Information Commissioner's Office (ICO),
Reference No: Z8669908**

What personal data we collect

- personal identifiers, contacts and characteristics (such as name, date of birth, unique reference number, contact details and address)
- characteristics (such as gender, ethnicity, religious information, language, and free school meal eligibility)
- safeguarding information (such as plans, court orders and professional involvement). We will also ask for information about who has parental responsibility for your child.
- special educational needs
- Where applicable we will obtain details of your child's social worker, child protection plans from social care, and health care plans from health professionals and other health agencies.
- medical and administration (such as doctors information, child health, dental health, allergies, medication and dietary requirements)
- attendance (such as sessions attended, number of absences, absence reasons and any previous settings attended)
- information to provide care and learning that is tailored to meet children's individual needs (including observations, assessments, plans and next steps, photos and films)
- accident and incident information
- information to verify eligibility for funded childcare. If you apply for funded childcare we will also collect national insurance number or unique taxpayer reference if you are self-employed. We may also collect information regarding benefits and family credits that you are in the receipt of

- We also process financial information when you pay your childcare and early education fees by chip and pin, contactless or direct debit. We may collect other data from you when you voluntarily contact us.
- If we are providing a family support service we may also collect social and financial information
- If you are volunteering with us we may also collect reference details, work experience history, qualifications and disclosure and barring information

With your consent, we would also like to:

- collect your child's ethnicity and religion data for monitoring purposes
- 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
- sign you up for our free parent e-newsletter which provides resources and useful information for parents
- transfer your child's records to the receiving school when s/he transfers

If we wish to use any images of your child for training, publicity or marketing purposes we will seek your written consent for each image we wish to use. You are able to withdraw your consent at any time, for images being taken of your child and/or for the transfer of records to the receiving school, by confirming so in writing to the setting. You can also unsubscribe from receiving our parent e-newsletter by notifying the setting.

How we get the personal information and why we have it

Generally, the information we hold will have been provided by you on a registration form, via a referral by you as an individual or by a referring agency and consent forms or when we communicate with you, but we may also hold information provided by third parties where this is relevant to your family circumstances (e.g. from Social Workers and Health Professionals, Doctors, Schools) as well as information based on our interactions with you.

We use the information that you have given us in order to:

- support children's learning and development and provide services that meet individual needs of children and their families
- manage any special educational, health or medical needs whilst children are attending our childcare settings
- carry out regular assessment of your child's progress and to identify any areas of concern
- maintain relevant contact about your child's wellbeing and development

- process claims for funded childcare (only where applicable)
- contact you in an emergency
- keep children safe
- ensure that families know about the services available to them
- enable us to carry out specific functions for which we are responsible
- derive statistics which inform decisions about the future of our services
- assess performance and to set targets for the charity
- report anonymised statistical information about our performance to funders and other stakeholders
- maintain a fair waiting list system
- enable us to respond to any questions you ask
- notify you of service changes or issues
- keep you updated about information which forms part of your contract with us
- notify you of service changes or issues
- share information including our newsletter if you have subscribed to it.

We may share this information with:

We do not share information about children and families with anyone without consent unless the Law and our Policies allow us to do so. We routinely share your information with:

- The London Borough of Waltham Forest (LBWF) to access funding and report on performance.
- The Government's eligibility checker to provide funded childcare.
- The Department of Education. To find out more about the data collection requirements placed on us by the Department for Education go to [Complete the school census - Statutory requirement, data sharing and regulations - Guidance - GOV.UK \(www.gov.uk\)](#)
- Ofsted during an inspection or following a complaint about our service
- Banking Services to process chip and pin, contactless and direct debit payments.
- Schools and other settings that children attend after leaving us to support their transition.
- Our partners LBWF, NELFT NHS Foundation Trust, Tower Hamlets GP Care Group and HENRY (Health, Exercise and Nutrition for the Really Young) to provide services.
- Other partner organisations with which we work on projects and hold partnership agreements.
- Our insurance underwriter in order to access cover and in the event of a claim.
- Our setting IT and software management provider. Our nursery management and communication software provider may be able to access your personal data when carrying out maintenance tasks and software updates on our

behalf. We have a written agreement in place which place this company under a duty of confidentiality.

We will also share your data:

- If we are legally required to do so, for example by law, by a court or by 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 Children's Social care (Local Authority Children's Services) or the Police
- It is necessary to protect our rights, property or safety or the property of others.
- If 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 organisation to use for their own purposes

The National Pupil Database (NPD)

We are required by law, to provide information about our children to the DfE as part of statutory data collections such as the school census and early years' census. ~Some of this information is then stored in the NPD. The law that allows this is the Education (Information about Individual Pupils) (England) Regulations 2013. To find out more about the NPD, go to [Find and explore data in the National Pupil Database - GOV.UK \(education.gov.uk\)](https://www.gov.uk/guidance/find-and-explore-data-in-the-national-pupil-database)

The DfE may share information about our pupils from the NPD with third parties who promote the education or well-being of children in England by:

- Conducting research or analysis
- Producing statistics
- Providing information, advice or guidance

To be granted access to pupil information, organisations must comply with strict terms and conditions covering the confidentiality and handling of the data, security arrangements and retention and use of the data.

How we store your personal information

Your information is securely stored. All data you provide to us is stored on secure computers or servers, with only authorised users having access. We use Microsoft 365 Software. We may also store paper records in locked filing cabinets.

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. Only authorised Users have access.

Where we engage third parties to process personal data on our behalf, they are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

Our third party data processors will also store your data on secure servers. They may also store data in paper files.

- Children and Family Centre records are stored securely on the database set by LBWF. This is accessed by our local partners including The London Borough of Waltham Forest (LBWF), HENRY, Tower Hamlets GP Care Group and NELFT and is controlled by (LBWF).
- Records relating to the provision of Family Support or Safeguarding information may be stored securely on Mosaic database which is managed by the Local Authority and shared with Children's Social Care.
- We use email marketing software to support communications and parents name and e-mail address is stored securely with marketing services including Mail Chimp.
- We use Instant Nursery Manager for data collection of fees, attendance and key information relating to families accessing Care and Education services.
- We use Work Nest Human Resources portals to hold and monitor data on employees including roles, working times, sickness and absence.
- We Use WorkNest Safety Nest for collating all Health and Safety information to ensure we are compliant including details of training completed by team members.
- We use online training platforms for staff learning.
- We use Microsoft 365 account.
- We use Egress for all secure emails that include Protected Characteristics.
- WIX – website platform.

We retain your data in line with our retention schedule, a summary is below:

- You and your child's data, including registers are retained 3 years after your child no longer uses the 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.
- Learning journeys (or equivalent learning monitoring) are maintained by the setting and available at your request when your child leaves. Records are kept and archived in line with our data retention schedule.
- In some cases (child protection or other support service referrals), we may need to keep your data longer, only if it is necessary in order to comply with legal requirements. We will only keep your data for as long as is necessary to fulfil the purposes it was collected for and in line with data protection laws.

- We hold children and family data in accordance with statutory requirements and in line with our Data Retention Schedule.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. To request information or for any queries please contact the associated manager as listed below:

The Higham Hill Centre and The Lloyd Park Centre – Helen Hinsley
helenh@tlpcc.org.uk 020 8531 9522

Community Services (inc. Children and Family Centre) - Angela Carter
angelac@tlpcc.org.uk 020 8527 1737

For Employee Data (to liaise with HR Company) – Nicola Neal nicolan@tlpcc.org.uk
020 8527 1737

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at lpc@tlpcc.org.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Policy Name	Privacy Notice
Version Number	V4 of new format
This policy was developed by	Governance Group
These people were consulted/ involved in developing the policy	Data Protection Leads Senior Leadership Team Safeguarding Team Pre School Learning Alliance LBWF Governance group ICO template
This Policy was adopted by	Trustee Board
Date	September 2024
Signed	
Review Date	September 2025