

Home from Home Privacy policy

This privacy policy sets out how Home from Home Kindergarten (HFH) uses and protects any information collected when you join us a member, register to use any of our childcare services, or contact us.

Home from Home are the data controller for the purposes of the General Data Protection Regulation.

HFH is committed to ensuring that your privacy is protected. Any information by which you can be identified when using any of our services will only be used in accordance with this privacy policy.

HFH may change this policy by updating this page. You should check this page regularly to ensure that you are happy with any changes, and each time before you submit your personal information.

What information do we collect?

You may browse the Home from Home website without telling us who you are or revealing any personal data. No information is collected during this process.

You may however choose to provide us with your personal data, for example, subscribe to our services, in circumstances such as these we will collect personal data from you to help process this request. You may be asked for:

- Name
- contact information including email address

If you join HFH to use any of our services, we will collect extra data such as:

- Name, Address, Contact details, Ethnic group, Date of Birth (Child).
- Medical, Dietary and Health information including Doctors name.
- Further information will be collected when we apply for any local authority funding for 2, 3 & 4 year olds.

What do we use personal data for?

We hold this personal data and use it to:

- Support children's teaching and learning.
- Monitor and report on the children's progress.

- All families that use HFH provide details and addresses that are held to comply with Regulatory standards (Ofsted).
- Contact you regarding Newsletters, Parties / Events & future holiday clubs.
- Process monthly invoices by email.

(You can unsubscribe at any time.) Our occasional mailings will relate to communications that are vital to the operation of the nursery and the Clubs we operate.

We will not share any identifiable information about you with third parties, without your consent unless the law allows or requires us to do so. The personal data provided by you on registration will be retained securely within the Family app. which you have access to with the login provided when you join us.

Lawful basis for processing your personal data

Under GDPR, our lawful basis for processing your personal data when you join us or make an enquiry, is **performance of a contract** with you.

How long do we keep your personal data for?

We will keep your personal data for as long as necessary to fulfil the purposes outlined in this Privacy Policy, including for the purposes for satisfying any legal, accounting or reporting requirements which may require an extended retention period.

This means that we keep your details for as long as you are using our services and for up to 6 months after you cancel any booking with us.

Who do we share your personal data with?

We will only disclose personal data to government bodies and law enforcement agencies as required by law.

We use the Family app to store all information provided, it is password protected. Our families have access to limited information such as, children's names, DOB, addresses & Daily posts regarding children's activities. All invoicing and payment information is also accessible.

Sensitive information is only accessible by Managers and Office staff which is fully password protected within the Family app.

No data is stored on paperwork.

Your rights to your personal data under GDPR

Subject Access Requests: You have the right to request a copy of the personal data that we hold about you; this is known as a Subject Access Request or SAR.

If you would like to see what information we have regarding, you and your child then please access your Family app. Once on the Family app you will have access to all person information in your child's profile.

Right to rectification: If you believe that the data we hold about you is incorrect you can request that we correct it.

Right to erasure: You have the right to request that your personal data be erased. Note that if we remove your personal data we can no longer provide our Services within the regulatory requirements and any booking with us will be terminated.

Right to restriction: You can ask us to restrict our use of your personal data if you believe that it is not accurate, or has been used unlawfully, or is no longer relevant, but you don't want us to delete it.

Right to object: You have the right to object to us using your personal data for our legitimate interests.

Complaints

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update, restrict or erase your data, you can refer us to the Information Commissioner's Office (ICO).

Security

We make all reasonable efforts to maintain security of your personal data. All our computers are password protected and only accessible to authorised staff.