

Privacy Notice – General Data Protection Regulations (2018)

We at Sunhill Daycare (Europe) Limited are the Data Controller for the purposes of the Data Protection Act. We collect information from you and may receive information about you. We hold this personal data and use it to:

- Provide appropriate pastoral care;
- Assess how well we are doing;
- Facilitate payment of nursery fees
- Support teaching and learning;
- To meet statutory duties placed upon us
- Monitor and report on progress;

This information includes your contact and financial (direct debit) details, Early Years Foundation Stage progress records, attendance information and personal characteristics such as your ethnic group, special educational needs and any relevant medical information.

We will not give information about you to anyone outside the company without your consent unless the law and our rules allow us to, for example in the case of Child Protection concerns.

We are required by law to pass some of your information to the Local Authority and the Department for Education (DfE). If you want to see a copy of the information we hold and share about you then please contact **your Nursery Manager**.

We are registered with the Information Commissioners Office (ICO) and our certificate is available on the parents noticeboard for further information.

If you require more information about how DfE store and use your information, then please go to the following websites:

<http://www.teachernet.gov.uk/management/ims/datamanagement/privacynotices/pupilsdata/>

<http://www.teachernet.gov.uk/management/ims/datamanagement/privacynotices/pupilsdata/thirdpartyorgs/>

If you are unable to access these websites, please contact the DfE as follows:

Public Communications Unit
Department for Education
Sanctuary Buildings
Great Smith Street
London
SW1P 3BT

Website: www.education.gov.uk
Email: info@education.gsi.gov.uk
Telephone: 0870 000 2288

We take your privacy seriously and will only use your personal information to manage your account and provide tailored care to your child. Information requested on our website and our child registration form is a legal requirement, along with local authority funding forms. Any additional information that you share at your discretion will be treated as confidential. All data is held on our secure server.

We will input your data into a system called Connect Childcare which helps us manage our nursery smoothly. Your data is held in secure data centres and can only be accessed by authorised personnel. Personal information will not be shared with any third parties.

Any financial information, including bank sort code and account number is held in encrypted form. This is only used for secure transmission via BACS (Bank Automated Clearing Service) to receive pre-notified fee amounts prior to payment. We will never ask you for any other bank account access details, e.g. pins or passwords. Payment by credit card or PayPal may be made directly via our website via encrypted link, no card details are captured by us. In line with our terms and conditions, all fees are payable in advance by 7th of the month. Where fees remain unpaid at the end of the month, we will send a 7 day to pay letter, and attendance will be suspended. If the outstanding balance is not cleared after this stage, in line with our terms and conditions, we may then pass your account details on to solicitors or our debt collection agency to settle the account.

For debt collection purposes, we will share your account information with **Frontline Collections**, M4 6DE. Tel: 0333 043 4426. Frontline Collections confirm that any information and personal data submitted will be collected, processed and stored in accordance with the requirements of personal data protection laws of the European Union as defined in the GDPR.

From time to time we will need to contact you, via phone, email and the ParentZone app to provide you with nursery updates, share relevant news and send your childcare bills. On registration forms, we ask permission to contact you in this manner regarding relevant matters. Permission can be withdrawn at any time by notifying your nursery manager in writing, who will amend our records.