



Shap Ltd Privacy Notice (Shap child care settings)

Information for parents/guardians

SHAP Ltd is committed to protecting and respecting your privacy. We take your privacy very seriously and therefore we urge you to read this Privacy Notice carefully as it contains key information about how we safeguard your information and reason why information is collected.

This privacy notice tells you what to expect when SHAP Ltd collects personal information from you. It applies to information, we collect about:

- Children who are cared for in our nursery care provision

Our Privacy Policy summarised below, explains what happens to any personal data that we collect from you. By using our website you agree to this privacy policy and you consent to our use of cookies in accordance with the terms of this statement. Our Privacy Policy can be accessed on our website at: www.shap.org.uk

We may change this Privacy Notice from time to time, so please check this page occasionally to ensure that you are happy with any changes. By using our website, you are agreeing to be bound by this Policy.

Any questions regarding our Privacy Notice & privacy practices should be sent by email to cbu@shap.org.uk or by writing to us at Shap Ltd, 2nd Floor Lakeside Building, Prescott Road, St Helens WA10 3TT or our Data Protection Officer Theresa McDermott who can be contacted either at the above address or by sending an email to TMacDermott@shap.org.uk. Alternatively you can telephone us on 01744 454056.

Who We Are

SHAP Ltd is a registered charity (no 1075118) & company limited by guarantee (no 1946544). The registered address is SHAP Ltd, 2nd Floor Lakeside Building, Prescott Road, St Helens WA10 3TT. SHAP Ltd and its trading subsidiaries are registered with the Information Commissioners Office (ICO) in order to lawfully control and process personal information.

SHAP Ltd is a data controller (i.e. we are responsible for and control the processing of your personal information) and a data processor (i.e. we obtain, record, hold and transmit your personal information) for the purposes of the Data Protection Act 1998 and GDPR 2016.

Information we collect and why:

The categories of children's information that we process, use, store & share include:

- Personal information which may include your name, address & date of birth,

- Personal characteristics (ethnicity, language, nationality, country of birth, early years pupil premium eligibility),
- Attendance information (sessions attended, number of absences and absence reasons),
- Observations and assessment information and tracking of progress,
- Medical information,
- Information on special education needs and disabilities,
- Referrals to other relevant services,
- Safeguarding information.

We also collect, hold and share some information on the children's parents/guardians which may include:

- Personal information which may include your name, address, contact numbers, email address and national insurance numbers.

Whilst the majority of children's information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the GDPR, we will inform you whether you are required to provide certain children's information to us or if you have a choice with this.

In the event that you provide us with any sensitive personal information, we will take extra care to ensure your rights are protected.

How we use your information:

The information that we collect and store relating to the use of this website is exclusively used to enable us to provide our services to you. We do not reveal this information to third parties.

We only ever use your personal data with your consent, or to the extent necessary to:

- carry out our obligations arising from any contracts entered into by you & us,
- seek your views or comments on the services we provide,
- notify you of changes to our services,
- send you communication(s) which you have requested & that may be of interest to you,
- process an application for a placement in the nursery
- protect the children we support
- to ensure that the information we hold about you is kept up-to-date

We use the children's and parents' data to:

- Support their learning and development, to enable staff to plan suitable activities to extend their knowledge and skills
- Ensure that all children are safe within our childcare provision
- Monitor and report on their progress
- Provide appropriate behavioural and emotional support as required

- Assess the quality of our services as a childcare provider
- Comply with the law regarding data sharing
- Meet the requirements of the Early Years Foundation Stage (EYFS)
- Make claims for funding

We review our retention periods for personal information on a regular basis, further details are outlined in our Retention Policy, which includes details of how long information is kept for.

Who Has Access to Your Information:

We will not sell or rent your information to third parties & will not share your information with third parties for marketing purposes.

We may transfer your personal information to a third party as part of a sale of some or all of our business & assets to any third party or as part of any business restructuring or reorganisation, or if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters & customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

We routinely share children's information with:

- schools that the child attends after leaving our provision
- other local childcare providers where the child is engaging currently (wrap around or blended childcare)
- the local authority (for funding claims and the early years census)
- the Department for Education (DfE) (annual early years census)
- Special Education Needs Co-ordinators
- NHS services (health visitors and speech and language therapists).

We do not share information about your child with anyone without parent/guardian consent unless the law and our policies allow us to do so. We share children's data with the DfE on a statutory basis. We are required to submit data to our local authority [name the local authority] for them to submit as part of the annual early year's census in January and to access childcare funding.

To be granted access to children's 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. We ensure that we do this in line with Data Protection and GDPR requirements.

Links to other websites

We may include links on our website to other websites which we do not control or manage. We do not accept any responsibility for how these websites use your information and would encourage you to check their own privacy policies.

How you can access and update your information

The accuracy of your information is important to us, ensuring that any personal information that we hold about you/your child is correct & up to date. You may ask us to correct or remove information that you think is inaccurate. Please use the contact details which are noted at the end of this Privacy Notice.

You have the right to ask for a copy of the information that SHAP Ltd hold about you. We will provide you, at no charge, with a hard copy of all the personal data that we have regarding you; although we shall require proof of your identity.

Consent

By consenting to this privacy notice, you are giving us permission to process your personal data specifically for the purposes identified. Consent is required for SHAP Ltd to process your personal data, but it must be explicitly given. Where we are asking you for sensitive personal data, we will always tell you why & how the information will be used. You may withdraw your consent at any time by writing to us using the contact details noted at the end of this Privacy Notice.

Cookies

Our website uses cookies (copy of our Cookie Policy can be accessed on our website: www.shap.org.uk). Cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not.

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. There are two main kinds of cookies: "session" cookies and "persistent" cookies. "Session" cookies only last while you are online and are deleted when you close your internet browser. "Persistent" cookies outlast user sessions and remain stored on your computer until you delete them or until they reach their expiry date.

We use Google Analytics to analyse the use of our website. It uses cookies to generate statistical and other information to create reports about the use of our website. Google then stores this information.

Cookies do not contain any information that personally identifies you and a cookie in no way gives us access to your computer or any information about you. Most browsers allow you to manage cookies and disable them if you want (visit www.aboutcookies.org or www.allaboutcookies.org). However in a few cases some of our website features may not function as a result.

Where your information is processed

As part of the services offered to you through our website, the information which you provide to us is processed in the UK. However there maybe occasions when it maybe transferred to countries outside of the EU if any of our computer servers are from time to time located in a country outside of the EU. If this does happen, we do take steps to

ensure that the appropriate security measures are taken to protect your personal information & to ensure that your privacy rights continue to be protected as outlined in this privacy notice.

Personal Information Security

We take information & security systems very seriously & we strive to comply with our obligations at all times. When you give us personal information, we take steps to ensure that it is treated securely. Any sensitive information (such as credit or debit card details) is encrypted & protected using security encrypted software. We take the appropriate technical & organisational measures to prevent unauthorised or unlawful processing of personal data & against accidental loss/destruction of/damage to personal data. Your data will be held securely and will only be accessible by staff who are authorised to do so.

If you wish to change how we contact you

You can stop receiving information from us at any time. To do this, you can write to us or send an email to the addresses shown at the end of the Privacy Notice. We aim to fulfil all requests to stop sending information within 10 working days of receiving it.

If you want to complain about how we collect, store or use your data

SHAP tries to meet the highest standards when collecting & using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

You can contact us if you have any concerns or complaints about how we have collected, used or stored your personal information. You can write to us using the contact details shown below (how to contact us).

Alternatively you can contact our Data Protection Supervisory Authority at: Information Governance Department, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, or telephone: 0303 1231113, or by email: www.ico.org.uk

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- By email: cbu@shap.org.uk
- Or write to us at: SHAP Ltd, 2nd Floor Lakeside Building, Prescott Road, St Helens WA10 3TT

SHAP Ltd Data Protection officer is: Theresa MacDermott, who can be contacted at the address above or by sending an email to: TMacDermott@shap.org.uk