



Privacy Notice

Daisy Roots (“we”, “us”) is an out of school provider offering before, after and holiday club care. Daisy Roots is a registered company limited by guarantee and operates out of St Marys C of E School, Twickenham.

We are committed to protecting your privacy. At all times we aim to respect any personal information you share with us, or what we receive from other organisations, and keep it safe. This Privacy Policy (“Policy”) explains how and why we collect and use personal information about you and your rights and options.

At Daisy Roots we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively.

We do not and will never sell or rent your personal information, or information about your child, to third parties. We will not share your information with third parties for marketing purposes.

Despite the change in law for GDPR we have not started using or storing your data in any new ways.

Our lawful basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you. All data we collect, store or otherwise use is provided to us from you for this purpose.

Our legal condition for processing any health-related information that you provide about your child is so that we can provide appropriate care for that child.

What personal information do we use?

We may collect, store and otherwise use the following kinds of personal information:

- your name and contact details, including postal address, telephone number, email address
- the name and contact details of your emergency contacts
- your child’s name
- your child’s date of birth
- your child’s medical information
- your invoice and payment records
- any other personal information which you choose to share with us or we obtain through, but not limited to, our booking, registration, medical and permission forms.

Do we process special categories of personal information?

The EU General Data Protection Regulation recognises certain categories of personal information as sensitive and therefore requiring more protection, for example information about your child's health. We will only use these special categories of personal information if there is a valid reason for doing so and where the GDPR allows us to do so.

How and why will we use your personal information?

Your personal information will be used for the purposes specified in this Policy. In particular, we may use your personal information:

- to provide you with services, products or information you have requested;
- to coordinate the admissions process;
- to process payments you make to us;
- to allow your child to participate in our club;
- to answer your questions/communicate with you in general;
- to analyse and improve our work, services, activities, products or information (including our website), or for our internal records;
- to audit and/or administer our accounts;
- to satisfy legal obligations which are binding on us, for example in relation to regulatory, government and/or law enforcement bodies with whom we may work (for example, requirements relating to the payment of tax or anti-money laundering);
- for the prevention of fraud or misuse of services; and/or
- for the establishment, defence and/or enforcement of legal claims.
- In accordance with the SEND Code of Practice 2015

Data Security

Any information that you provide is kept secure. We are committed to keeping your personal information safe and secure and we have appropriate and proportionate security policies and organisational and technical measures in place to help protect your information. Your personal information is only accessible by appropriately trained staff, volunteers and contractors, and stored on secure servers with features enacted to prevent unauthorised access.

Data that is no longer required* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone, email and post, so that we can send you information about your child, our Club and other relevant news, and so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices)
- have obtained your prior permission (eg to use photographs)
- believe it is in your/your child's **vital interests** (eg in case of a medical emergency suffered by a child whilst on our premises)

Your Rights

Any consent given to us relating to your child's care (i.e permission to use photography or to administer medicines) can be withdrawn at any time. But please note this may affect our ability to care for your child.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so can't delete everything immediately.

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

Changes to this policy

We may update this Policy from time to time. We will notify you of significant changes by contacting you directly where reasonably possible for us to do so and by placing a notice of update on our website. This Policy was last updated on the 1st September 2023

How to contact us

If you have any questions about how we use your personal information, please contact us using the following details:

Email: <mailto:lauren@daisyrootstwickenham.co.uk>

** We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*