

# Privacy policy

This Privacy Statement explains Little Bear's practices, including your choices, regarding the collection; use, and, disclosure of certain information, including your personal information.

Whilst consent is a significant aspect of *General Data Protection Regulation (GDPR)*, as a Nursery we have legal obligations requiring us to collect, process and store personal data.

In order to comply with regulatory frameworks and inspectorates across the UK, there is a large amount of data that we must hold and maintain. These legal obligations override *GDPR*; however, from the 25<sup>th</sup> May we shall be *GDPR* compliant.

## Collection of information

### *Customers*

We receive and store information about you such as:

- Information you provide to us:
  - Your names, email, address, telephone number, payment method and medical information, which is collected through the application process; and subsequently, entered onto our electronic Nursery Management System, called "Connect". Information from Connect is used to generate invoices and integrates to our Accounting System, "QuickBooks" for the accounting purposes.
- Information collected, as part of the Local Education Authority (LEA) Free Early Years Educational Entitlement (FEEE) scheme, is shared with the LEA, via their Secure Portal, and paper documents are stored in your child's file, in a locked cabinet.

- All other sensitive information, for example, Special Educational Needs reports and Transition reports are only shared with third parties once parent's written consent has been received.
- As part of our Duty of Care we play an active role in Safeguarding children in our care, should concerns of this nature be apparent we would generally discuss these issues directly with parents unless in doing so the child's welfare would be further compromised.

### **Employees**

We receive and store information about you such as:

- Information you provide to us:
  - Your names, email, address, telephone number, bank account details, National Insurance and medical information are collected through the Employment Application Process and entered onto our application systems, including "Sage 50 Payroll" and "Charlie HR". Information from these databases are used to process Payroll and manage the various HR functions within the business.
- As part of our duty of care we are required to conduct a Disclosure and Barring Service check (DBS). We are contractually required to retain information, such as, DBS checks; and, any information relating to Disqualification by Association.
- Information collected throughout employment:
  - Appraisal records, disciplinary records, meeting minutes and complaints
- To ensure customers can clearly identify both the team members and the individual role they perform whilst delivering our service. To help facilitate this, we have a 'Staff board' in the reception and Base Room which displays;

- Employee name and image; their primary role and their qualifications; and any additional, perhaps, Nursery wide roles performed.

## **Use of information**

### ***Customers***

We use your information to in the provision of our service and the necessary administrative functions which support the service, including Marketing; Attendance and Occupancy; to provide service updates; and, to manage the Account receivable function.

### ***Employees***

We use your information to perform Payroll; identify Continuous Professional Development (CPD) opportunities; to conduct performance appraisals; and, to communicate with you.

## **Consent – your choices**

### ***Customers***

We will only contact your personal email address if you have provided your email address to us. Any information we store will be held in lockable cabinets; on our secure Connect; QuickBooks; and, Microsoft Exchange (Server) and Microsoft Outlook (Client), all of which are password protected.

Children's pictures, artwork and comments will only be displayed in the Nursery/Club on display boards once we have the parent's written consent. Any images or artwork used as Marketing on our website will only be used once we have the parent's written consent.

### ***Employees***

Any information we retain will be held in lockable cabinets or on our secure databases and application solutions; which are password protected and only accessible by relevant Managers / Directors.



Photographs displayed on our website, staff boards and newsletters are only done so with the employee's written consent.

Employee references are only provided with the employee's written consent.

## **Disclosure of information**

### *Customers and employees*

Information collected by us will be used by Little Bear's only and not passed to third parties unless you have given consent, except where the product or service is delivered by a third party on our behalf, or we are obliged by Law to do so. If those third parties are based outside the EU, we will ensure that their data processing activities are compliant with EU law. We will only keep data for as long as necessary.

## **Retention of information**

### *Customers and employees*

We retain your information for as long as required either by UK or EU Law. Please refer to Appendix 1.

## **Use of Little Bear's website(s)**

### *Customers and employees*

Within our website, we link to other useful organisations' websites that may be of use to you; however, we do not endorse the information on these websites and are not responsible for the websites' content. Little Bear's cannot be held responsible for the privacy of data collected by these sites. You should review their privacy policy before sending them any personal data.

We make every effort to ensure that viruses, malware and other malicious software is excluded from our website; however, we advise that you take



appropriate precautions to protect your device. Little Bear's cannot be held responsible for any consequential damage from malicious software or any other use of our website, products or services.

Our website will be GDPR compliant from the 25<sup>th</sup> May.

## Your information and rights

### *Customers and employees*

You have the right to access any information we hold relating to you, subject to permissible charges. You can request access to personal information or details of any transfers to third parties by emailing us at [hello@littlebearsnursery.co.uk](mailto:hello@littlebearsnursery.co.uk). You can withdraw consent at any time, where relevant. You may also request that we delete personal information that we hold about you. We may reject requests that are unreasonable or not required by Law, including those that would be extremely impractical or could require disproportionate technical effort.

If you have any concerns as to how your data is processed, you can contact:

**Data Protection Officer:** Emily O'Neill, Head of Business Administration

Email: [emily@LittleBearsNursery.co.uk](mailto:emily@LittleBearsNursery.co.uk)

or you can write to this individual at the following address: -

Little Bear's Daycare Group Limited,  
Crate 24,  
Oakwood Hill Industrial Estate,  
Loughton,  
IG10 3TZ

## Appendices

### Appendix 1 - Data retention guidelines

Data	Child Name	Child DOB	Child Photos	Child Address & postcode	Parent & Carer Name	Parent & Carer Address	Parent & Carer Phone numbers	Parent & Carer Signature	Staff Name	Staff DOB	Staff Shifts	Staff Photos	Staff Signature	Staff Address & postcode
<b>Staff Records (Chartered Institute of Personnel and Development)</b>														
All personal records					7 Years	7 Years	7 Years		7 Years	7 Years	7 Years	7 Years		7 Years
Individual wage slips (Taxes Management Act 1970)									6 Years	6 Years	6 Years			2 Years
Time sheets								3 Years	3 Years		3 Years			
Accident reports (COSHH)					40 Years	40 Years	40 Years		40 Years		40 Years	40 Years	40 Years	40 Years
Staff attendance records									21 Years		21 Years			21 Years
DBS Checks (DBS Code of Practice)									6 Months	6 Months				
<b>Children's records (Childcare Act 2006)</b>														
Accident reports	21 years 3 months	21 years 3 months	21 years 3 months		21 years 3 months			21 years 3 months	21 years 3 months		21 years 3 months		21 years 3 months	
Records of any reportable death, injury, disease or dangerous occurrence (RIDDOR)	3 Years	3 Years		3 Years	3 Years	3 Years		3 Years	3 Years		3 Years		3 Years	
Medical records	30 years	30 years		30 years	30 years			30 years	30 years					30 years
Parent contact details	2 years	2 years			2 years	2 years	2 years							
Details about child	2 years	2 years	2 years	2 years	2 years	2 years	2 years							
Outing permission	2 years	2 years			21 years 3 months			21 years 3 months						
Permission to administer medicine	21 years 3 months	21 years 3 months			21 years 3 months			21 years 3 months						
Emergency treatment permission - 21 years 3 months	21 years 3 months	21 years 3 months			21 years 3 months			21 years 3 months						
Collection authority	21 years	21 years			21 years			21 years						
Incident reports	21 years	21 years	21 years		21 years			21 years	21 years		21 years		21 years	
Registers	21 years	21 years						21 years	21 years		21 years		21 years	
<b>H&amp;S Assessments, (Chartered Institute of Personnel and Development)</b>	Permanently													
<b>Accounting records (Companies Act 2006)</b>	3/ 6 years private/charity companies.													