PRIVACY NOTICE (PARENTS & CARERS)

1. Introduction

At everyFAMILY Nursery we are committed to protecting the privacy and security of your personal information and your child's data.
This Privacy Notice explains:

- What information we collect
- How we use it
- Who we share it with
- Your rights under data protection law

We comply with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018

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2. Who We Are

everyFAMILY Nursery is the data controller. This means we are responsible for how your personal information is used.
Data Protection Lead:
Michelle McQuarrie
HR & Business Operations Manager

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3. The Information We Collect

We may collect and process the following information about you and your child:

Child Information

- Name, date of birth, address
- Medical, dietary and allergy information
- Development records and observations
- Safeguarding information
- Attendance records
- Photographs

Parent/Carer Information

- Names, addresses and contact details
- Emergency contacts
- Billing and payment information
- Communication records

Staff/Other Information (where relevant)

- Contact details
- Employment records

Some information (such as health or safeguarding data) is classified as **special category data** and requires additional protection.

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4. Why We Collect This Information

We use your information to:

- Provide childcare and meet your child's needs
- Ensure children's health, safety and wellbeing
- Maintain learning and development records
- Communicate with parents
- Process payments and manage accounts
- Meet legal and regulatory requirements (EYFS, Ofsted)

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5. Lawful Basis for Processing

We only collect and use your data where the law allows us to. This includes:

- **Contract** – to provide childcare services
- **Legal obligation** – to meet EYFS and safeguarding duties
- **Public task** – to protect children's welfare
- **Legitimate interests** – for day-to-day nursery operations

For sensitive data (e.g. health or safeguarding):

- **Health/social care provision**
- **Safeguarding and vital interests**

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6. Systems We Use

We use secure systems to store and process data, including:

- Famly (nursery management and communication)
- CPOMS (safeguarding records)
- Noodle Now (training records)
- BreatheHR (staff records)
- CRM system via Rakatatech (enquiries and communication)

These providers act as **data processors** on our behalf and only process data under our instructions.

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7. Data Sharing

We may share information with:

- Local Authority
- Ofsted
- Health professionals (e.g. GP, Health Visitors)
- Social care services
- Emergency services

We only share information when:

- You have given consent, OR
- There is a legal or safeguarding reason

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8. Data Retention

We keep records only as long as necessary:

- Child and safeguarding records: until age 25 years
- Accident records: 21 years and 3 months
- Financial records: as required by law

Data is securely deleted or destroyed when no longer needed.

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9. How We Protect Your Data

We use appropriate security measures including:

- Secure systems and password protection
- Restricted staff access (need-to-know basis)
- Locked storage for paper records

- Staff training on data protection

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10. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion (where applicable)
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent (where applicable)

You also have the right to complain to the Information Commissioner's Office (ICO): https://www.ico.org.uk

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11. Data Breaches

If a data breach occurs which is likely to affect your rights, we will:

- Investigate and contain the issue
- Report to the ICO where required
- Inform you if there is a high risk

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12. Updates to This Notice

We may update this Privacy Notice from time to time. The latest version will always be available from the nursery.

Date: 19 June 2026

Review Date: 19 June 2027