

PRIVACY POLICY

In line with the GDPR guidelines as of 25th May 2018, Sleepy Hollow Group are committed to protecting your data. If you have any queries about data protection at Sleepy Hollow Group, please contact us at info@sleepyhollowgroup.com. The dedicated ICO (Information Commissioner's Office) GDPR helpline for any queries regarding breaches of data is 0303 123 1113. Please see our privacy policy below for more information about how we protect your data.

Privacy policy for parents

Sleepy Hollow Group is committed to protecting your privacy. This statement explains how we use any information you give to us and the ways in which we protect your privacy. We ask you to read it carefully. We may be required to change it from time to time so we also ask you to check it occasionally to make sure you are aware of the latest version.

How we comply with the Data Protection Act (1998) subsequent GDPR guidelines
We treat any personal information (which means data from which you can be identified, including your name, address, e-mail address, etc.) which you provide us, or that we obtain from you, in accordance with the provisions of the Data Protection Act. Under this Act, we have a legal duty to protect any information we collect from you.

How we collect information about you

When you send your children to Sleepy Hollow Group, we receive information about you and any children who attend our settings in a number of different ways.

You may give us the information when you:

- Apply for, or we offer you, a place at Sleepy Hollow Group
- Apply for holiday camp with us
- When you sign up to any of our waiting lists
- When you let us know about a change in your personal circumstances (for example, if you change your name when you get married or move house).
- We may receive it from another organisation, for example, should we be required to work with social services.

How we use your personal information

We use information that we have about you and your children for the running of Sleepy Hollow Group and to comply with HSCT requirements. These generally fall into the following areas.

1. Administration – this applies to past, current and potential future children and their parents / guardians.

We use this information for the provision of child care.

The types of personal information we collect and use include:

- The personal details of your child;

- The payment of fees due;
- Details of the child's family (so we can contact you in case of an emergency)
- Medical information (so we can cater for any special needs)

2. Provision of early years education – this applies to past, current and potential future children and their parents / guardians. We use this information to ensure that your child's development needs are catered for.

The types of information we collect and use include:

Education and training details (so we can ensure your child's development needs are catered for).

3. Keeping you informed – this applies to current, past and potential future children and their parents / guardians. We use this information to keep you updated about events at Sleepy Hollow Group e.g. To let you know about news, events and changes to schedules.

The types of information we collect and use include:

Email address. So we can email you updates and newsletters. Also for invoicing purposes.

How long we keep your information for:

We are required to keep certain personal information including registers, medication records and accident records pertaining to the children until they are 21 years of age in accordance with our legislative and insurance requirements.

Who we share your information with:

Generally, we only use your information within Sleepy Hollow Group. There are some occasions when we need to share personal information about you and / or your child with third parties. These are:

if you choose to pay for your child's care using vouchers (e.g. Childcare vouchers) we will share the minimum amount of your personal information necessary with the voucher scheme operator, so they can identify you and make the appropriate payments to Sleepy Hollow Group on your behalf.

Every now and again, we receive requests for information from schools, government departments, the police and other enforcement agencies. If there is a proper legal basis for sharing your personal information, we will provide it to the organisation that is asking for it.

In case of an emergency, we may need to share with the emergency services details of your child including details of any medical conditions as provided to us by you.

To contact you when we want to inform you about events at Sleepy Hollow Group Social services as part of our annual inspection process will ask for records pertaining to all of our current clients.

Where we store personal data:

We use third party data processors, these are secure online systems and any personal information shared with us is stored securely for necessary use by Sleepy Hollow Group.

The following systems are in use and their privacy statements and policies can be found below.

Dropbox: an online cloud-based storage system, is used for necessary data storage including personal information when relevant. Dropbox [terms of service](#) statement: *"when you use our services, you provide us with things like your files, content, messages, contacts and so on ("your stuff"). Your stuff is yours. These terms don't give us any rights to your stuff except for the limited rights that enable us to offer the services."* Dropbox privacy policy can be found [here](#).

Other than that our data is kept on password protected hard drives or in storage within in our office at our day nursery. Our office has keypad only entry. There is keypad also on our main door into nursery too.

Our commitment to you

- We will process your personal information in line with the Data Protection Act. This means that we will:
- Only collect and hold information about you which we need for some reason;
- Keep your personal information up to date and accurate (to help us do this, please let us know if any of your details change);
- Take appropriate steps to protect your personal information from being used without permission, or illegally, and to safeguard your rights; and
- Destroy your personal information in a secure way once we no longer need it.

Your rights over your personal information

You have certain rights over your personal information. Most importantly, you have a right to ask for a copy of all the personal information we hold about you but there are some legal exceptions to this, such as information which is confidential to Sleepy Hollow Group. If you would like a copy of your personal information, you should contact us on info@sleepyhollowgroup.com.