**Privacy Policy**

**Our contact details**

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## **Introduction:**

## At Nightingale Cottage, we aim to protect your data and privacy at all times. This is in line with the GDPR (General Data Protection Regulation), Data Protection Act 2018 which controls how your personal information is used by businesses.

Any information given to us, either verbally or in writing, regarding your child or your family, will be treated as confidential.

Nightingale Cottage is registered with the Information Commissioner’s Office (ICO) and are aware of our responsibilities under General Data Protection Regulations (GDPR) and the Data Protection Act, 2018.

**The type of personal information we collect:**

We currently collect and process the following information:

* Personal identifiers, contacts and characteristics (for example, contact details & medical information)
* Informal notes of pupils’ levels & educational needs

**How we get the personal information and why we have it**

The personal information we collect is either:

1. Provided to us directly by you (via our contact form on our website and/or registration form) for one of the following reasons:

* Scheduling and communicating services
* Receiving payment for services
* Contacting parents/emergency contacts in the event of an emergency/late pick up
* Discussing pupils’ progress & behaviour
* Ensuring the safety of pupils
* Ensuring the provision meets the needs of pupils

2. Notes/records made about pupils during lessons for the following reason:

* Planning activities that meets their needs & ensure pupil progress

**We will not share your information with any outside parties or other companies, unless there is a safeguarding issue.**

**How we store your personal information**

Your information is securely stored:

* Any electronic documents are encrypted and password protected
* Any paper documents with pupil details are safely filed away and out of sight from other pupils/parents

Information that can be deleted when a pupil finishes their time at Nightingale Cottage, on the request of a parent or carer:

* Emails, SMS, WhatsApp messages
* Contact numbers

Information which must be kept for an extended period in accordance with GDPR law:

* Anything relating to safeguarding, accidents or incidents must be held until the child turns 21 years and 3 months
* Registration forms, invoices and payment information must be held for 7 years
* Records on any medicine given to a child, or that a child takes themselves, including the date, circumstances, person who gave it and parent’s consent must be kept for the length of time the child is at Nightingale Cottage (taken from The Key, source: DfE)

In line with Ofsted guidance, we will keep records on the following for 2 years:

* The name, home address and telephone number of everyone living on the premises or working there during childcare hours

All other information can be routinely deleted once the child is no longer registered at Nightingale Cottage.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access:** You have the right to ask us for copies of your personal information

**Your right to rectification:** You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete

**Your right to erasure:** You have the right to ask us to erase your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at francescalouise\_@hotmail.com if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at francescalouise\_@hotmail.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: [https://www.ico.org.uk](https://www.ico.org.uk/)

We are committed to reviewing our policy and good practice in response to any changes and, at a minimum, annually.

This policy was last reviewed on: 02.08.24

Review date: 02.08.25

Signed: Francesca Paul