

Privacy Policy

Policy statement

It is Set Your Sights intention to respect the privacy of all children and their parents/carers, while ensuring that they have access to high quality childcare. We aim to ensure that all parents and carers can share their information in confidence and it will only be used to enhance the welfare of their child/ren. We will only use your personal information to administer your account with us and to provide the services that you have requested from us.

All records are kept in a secured, locked cupboard in line with the current EU General Data Protection Regulation (GDPR) and Human Rights Acts. These can be found on www.eugdpr.org and www.legislation.gov.uk

Set Your Sights acts as a Data Controller for the purposes of GDPR. To process your booking/enquiry we need to collect personal details about you and all the children on your booking. We will respect and protect your privacy at all times. This policy sets out how we will collect, use and store any personal data about you and your child(ren).

By creating an account with us, you are agreeing to us storing and processing this information as set out below. You are responsible for ensuring you have the agreement from all persons on your account and booking to pass on their details to us.

What is our legal basis for processing data?

Our lawful bases for processing data are as follows:

Contract – the processing of data is necessary to fulfil our service agreement with customers

When do we collect data?

When you register your details with us or make a booking we will need to collect certain personal details in order to process your booking and make the necessary arrangements for your child(ren) to attend our club.

Prior to attending the club we will also need to collect more sensitive personal data, specifically relating to the children on your bookings, such as medical conditions, allergies and educational needs in order to ensure we can provide the appropriate care for your child. During activities you may need to complete forms which will require personal information relating to you or your child or if you contact us with a query/complaint.

We may also collect data from you in other ways that will request your name, address, email address and telephone number.

What information do we collect about you?

We collect information about you when you register with us for services. We collect confidential information including registration forms, signed consents, correspondence concerning the child or family, first aid/intimate care logs, incident forms or reports or minutes from any meetings.

We also collect information when you voluntarily complete customer surveys and provide feedback.

Data includes:

Account Holder details - Name, address, DOB, telephone numbers, email address, encrypted log in password, details of your interactions with us e.g. a query on your account/complaint, details of your visits to our website (see Cookies), personal details to help tailor our services to you.

Children's details – Name, address, DOB, medical, behavioural or educational needs, school and registered GP.

The law requires us to take reasonable steps to ensure data is kept accurate and up to date. We remind customers to update details when logging into their account.

Any information either verbal or written which is given to Manager/Leaders by parents/ carers will be kept confidential either to the individual Manager/Leader or if appropriate within the team. However, if the parent/carer shares this information with other parents as well as staff; the club can't be held responsible if it is shared beyond those parents whom the person has confided in.

The Manager/Leader at Set Your Sights will respect the privacy of children and their parents/ carers by:

- Not giving out any private information without the consent of the parent/ carer unless in circumstances where Leaders have good reason to believe that a child is at risk, or is likely to be at risk, of child abuse or neglect, the Safeguarding Children Policy will override confidentiality on a 'need to know' basis.
- Not making a note of child's address without the consent of the parent.
- Not sharing any information about children with the media unless the parent/ carer have consented to it.

Staff failing to show due regard for confidentiality will be liable for disciplinary action.

All staffing files will be kept confidential and stored in a locked cupboard, access is only for the Director and Managers.

Leaders will not discuss or share private details of other members of staff with any parents or carers unless consent is given by the person in question.

How will we use the information about you?

If you have a booking with us, we will use your data in relation to delivering our childcare services, to contact you with information relating to your booking and your child(ren)'s time at our club, to protect the welfare of your child, to comply with our legal obligations and to process payments.

Third Parties - We will not pass on your personal information to other users of the site and we will only ever pass on your personal details to a third party if it is necessary to fulfil a particular service on your behalf or as part of our normal business activities. For example, your payment may be taken via a secure card processing company called Sagepay. Any details passed on will be transferred in a secure manner.

Should any safeguarding concerns or legal proceedings require us to pass on your personal information we trust you will understand that we have a duty to comply with the law. Please be aware that the way in which your personal details would be legally protected within the UK may differ from other countries.

How do we protect data?

Storage - Once data is received, we will take all reasonable steps to ensure your data is secure to prevent unauthorised access to it. All information you provide is stored on secure databases, our IT systems are password protected and all payment transactions are encrypted.

Security and passwords - When you create an account with us you are assigned a Customer ID number. Your account will require an email and password so that you can access your details online. The password is automatically generated by the booking system and we recommend you keep this password safe for future bookings. Please do not share your password with anyone. Unfortunately, the passing of data via the internet is not completely secure therefore any transmission is at your own risk. Please keep these details safe and not written down anywhere. If you change your personal details or if you suspect that someone else has used your password, please notify us as soon as possible.

How long do we keep data for?

We will keep your data for the duration of your registration at our clubs but for no longer than is necessary for the purposes for which the personal data is processed.

Your Rights

You have the following rights in relation to your data:

Right to access, rectification, erasure, data portability, object and automated decision making (including data profiling).

If you would like to exercise any of these rights please write to:
Set Your Sights, 105 Norwich Road, Wroxham, NR12 8RY

Please note that in some circumstances we will still need to retain certain data in order to comply with our legal obligations.

If a subject access request is put forward, we will send the information within one month and free of charge – this will be sent in a protected file.

If you are not happy with the way we have handled your data, or responded to your requests you can lodge a complaint with the Information Commissioner's Office at www.ico.org.uk/concerns or by phone on 0303 123 1113.

Sharing Information

Set Your Sights will not share your personal information with any third parties for marketing purposes

Sharing information with your child's teachers, School office and Head Teacher creates a smooth transition from the school day and any out of school clubs. We will gain consent to share and discuss information about a child relating to the following areas:

- Child Protection
- Special Educational Needs (SEN)
- Behaviour Management
- Management of account including payment and emergency contacts

- Access to medical information and medicines

Marketing

We would like to send you information about services of ours which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please email setyoursights@live.co.uk with the title 'Opt Out'

Cookies

Our website uses cookies. Some cookies are essential and are there to enable you to make your booking and transact, others are non-essential and are used to track visitor behaviour on the site, determine relevant products to show you for re-marketing purposes, track where visitors have come from or to improve user experience. Cookies are not harmful and do not contain any personal information e.g. address or DOB. You can choose to accept or decline cookies when you first visit the site by accessing the preference panel from your browser's main menu (usually found under Edit, Tools or Options). If you choose to remove cookies, some of our site may not function properly for you and your use of the site may be impaired.

We may collect details about your device and visits to this site including IP address, browser type, device type, page interaction information, traffic data and location information. This is statistical information to help us provide the best online experience for our customers and does not identify any individual.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you: email setyoursights@live.co.uk

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 1st May 2019.

This policy will be reviewed annually. This policy was updated on 1st May 2019