



GDPR Privacy Notice

Enya's Childcare Privacy Notice

Enya's Childcare
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Introduction

At Enya's Childcare, we are committed to protecting the privacy and personal information of the children in our care, their parents and carers, and other individuals connected with our setting.

This privacy notice explains what personal information we collect, why we collect it, how we use and store it, who we may share it with, how long we keep it and the rights you have under data protection law.

We handle personal information in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, as amended, and other relevant legal requirements.

For the purposes of this notice, personal information means information that identifies, or can be used to identify, an individual.

Who is responsible for your information?

Enya's Childcare is responsible for deciding how and why personal information is used in connection with our childcare services. We act as the data controller for the information we process for these purposes.

If you have any questions about this notice or how we handle personal information, please contact us using the details above.

What personal information do we collect?

The information we collect depends on your relationship with our setting and the services we provide.

Information about your child

We may collect and maintain the following information about your child:

- Full name, date of birth, home address and contact details where appropriate.
- Parents' and carers' names, contact details and information about parental responsibility.
- Emergency contact details and information about authorised persons who may collect your child.
- Information about your child's health, medical conditions, allergies, medication and dietary requirements.

- Information about your child's learning, development, progress and individual needs.
- Special educational needs and disabilities (SEND) information and details of any additional support required.
- Relevant information from health professionals, children's social care or other agencies involved in your child's care.
- Safeguarding information, including relevant child protection plans and court orders where applicable.
- Permissions, consents and information about activities, outings and the collection of your child.
- Photographs and videos, where appropriate and in accordance with our procedures.
- Attendance records, accident records, incident reports and medication records.

We aim to collect only the information that is necessary for the care, safety, learning and development of your child, and to meet our legal and regulatory responsibilities.

Information about parents and carers

We may collect:

- Names, addresses, telephone numbers and email addresses.
- Emergency contact information and relevant family details.
- Information about parental responsibility and any relevant legal arrangements or court orders.
- Information necessary to manage childcare contracts, fees, invoices and payments.
- Information required to assess eligibility for government-funded childcare, where applicable.
- Relevant health or medical information where it is necessary to support your child's care or meet a specific legal or safety requirement.
- Information you provide when contacting us, raising a concern or making a complaint.

We will not routinely collect unnecessary personal or medical information about parents and carers.

Information for funded childcare

Where you apply for or use government-funded childcare, we may collect the information required to administer your child's funding and verify eligibility.

Depending on the funding scheme and the requirements in force, this may include your child's details, eligibility codes, relevant dates and other information required by the local authority or the relevant government service.

We will only collect National Insurance numbers, Unique Taxpayer References or information about benefits where this is specifically required for a relevant purpose and we are authorised to obtain and use it.

Information received from other sources

Where necessary and appropriate, we may receive information about your child from local authorities, health professionals, children's social care, other childcare providers, schools or other professionals involved in your child's care.

We will handle this information securely and use it for appropriate childcare, educational, safeguarding or legal purposes.

Why do we collect and use personal information?

We use personal information for the following purposes:

- To register your child and manage their place at our setting.
- To provide safe, appropriate and individualised childcare.

- To contact parents and carers in an emergency.
- To understand and support your child's health, wellbeing, learning and development.
- To identify and provide for medical needs, allergies, dietary requirements and SEND.
- To monitor progress and maintain appropriate learning and development records.
- To communicate with you about your child's day, progress, needs and any concerns.
- To administer attendance, fees, payments and contractual arrangements.
- To administer government-funded childcare and meet relevant funding requirements.
- To fulfil our safeguarding responsibilities and respond appropriately to concerns about a child's welfare.
- To comply with applicable legal, regulatory, inspection and record-keeping requirements.
- To arrange appropriate transitions to school or another childcare setting.
- To manage complaints, incidents, insurance matters and legal claims where necessary.
- To provide relevant information about our service and operational arrangements.

We will not use personal information for purposes that are incompatible with those explained in this notice unless we have a lawful reason to do so and provide any further information required by law.

What is our lawful basis for using your information?

Data protection law requires us to have a lawful basis for processing personal information. The appropriate basis depends on the information involved and the purpose for which it is used.

We may rely on the following lawful bases:

Contractual necessity

We may process information where it is necessary to enter into or fulfil our childcare agreement with you, including managing your child's place, communicating with you and administering fees.

Legal obligation

We may process information where necessary to comply with our legal and regulatory responsibilities, including applicable early years requirements, safeguarding duties, record keeping and funded childcare requirements.

Legitimate interests

We may process information where necessary for our legitimate interests in operating and managing our setting, maintaining appropriate records, ensuring the quality of our service and protecting our business, provided those interests are not overridden by the rights and interests of the individual concerned.

Vital interests

In an emergency, we may process or share information where necessary to protect someone's life or prevent serious harm.

Consent

Where consent is the appropriate lawful basis, we will ask for it before using information for the relevant purpose. You may withdraw consent at any time, as explained in section 10.

Where we process sensitive information, such as health information, religious beliefs or certain safeguarding information, we will also ensure that an additional legal condition applies where required by data protection law.

We do not rely on consent for every activity. For example, we may need to use or share relevant information to protect a child or comply with a legal obligation even where consent has not been given.

Photographs, videos and Famly

We may use our childcare management system, Famly, to record information about your child's learning, development, activities and experiences.

Photographs or videos may form part of your child's individual learning record where appropriate. We will explain the relevant purposes and seek consent where consent is our chosen lawful basis.

Where we wish to use photographs or videos for publicity, advertising, social media or other purposes beyond ordinary childcare and learning records, we will explain the intended use and obtain appropriate permission or establish another valid lawful basis before doing so.

We will take reasonable steps to protect photographs and videos from unauthorised access and sharing. We will also take account of any relevant restrictions concerning a child's image or circumstances.

Where processing relies on consent, you may withdraw that consent by contacting us in writing at info@enyas.co.uk. We will stop the relevant consent-based use and take appropriate steps in relation to future use. Withdrawal will not affect processing that took place lawfully before consent was withdrawn. It may not be possible to retrieve material that has already been lawfully distributed or published.

We use third-party systems such as Famly in accordance with our data protection responsibilities. These providers may process personal information on our behalf under appropriate contractual arrangements. We will take reasonable steps to ensure that they provide appropriate safeguards.

Safeguarding and sharing information

The safety and welfare of children are central to our responsibilities.

If we have concerns about a child's welfare, we may need to record, use and share relevant information with appropriate organisations, including:

- The local authority and children's social care.
- Relevant health professionals.
- The police and other safeguarding agencies.
- Ofsted or other relevant regulatory authorities.
- Other professionals involved in protecting or supporting the child.

We will share information where necessary and lawful to safeguard children, prevent harm, respond to concerns or fulfil our legal responsibilities.

We will not assume that parental consent is always required before safeguarding information can be shared. Where the law permits or requires information to be shared without consent, we will act in accordance with applicable safeguarding and data protection requirements.

We will handle safeguarding information sensitively, restrict access to those who need it and maintain appropriate records of decisions and disclosures.

Who may we share your information with?

We may share relevant personal information with the following recipients where necessary and lawful:

- **Ofsted:** for inspection, regulatory purposes or relevant complaints and enquiries.

- **Local authorities:** to administer funded childcare, meet statutory requirements or support children and families.
- **Government services:** to check eligibility for funded childcare and meet applicable reporting requirements.
- **Schools and other childcare providers:** to support a child's transition and transfer relevant learning, development, welfare or safeguarding information.
- **Health professionals and support agencies:** to help meet a child's health, medical, developmental or additional support needs.
- **Children's social care and the police:** where necessary for safeguarding, protection or legal purposes.
- **Famly and other IT or software providers:** to operate our childcare management and record-keeping systems.
- **Banks and payment service providers:** to process fees, direct debits and other payments.
- **Insurers and professional advisers:** where necessary to manage insurance, legal matters or professional advice.
- **Other relevant authorities or organisations:** where disclosure is required or authorised by law.

We may also disclose information in connection with a proposed transfer or sale of the business, where appropriate safeguards and legal requirements are met.

We do not sell children's or families' personal information. We do not share it with third parties for their own unrelated marketing purposes.

Some organisations may act as independent data controllers rather than processing information solely on our behalf. Where relevant, those organisations will have their own responsibilities for how they handle personal information.

How do we protect your information?

We take appropriate technical and organisational measures to protect personal information against unauthorised access, loss, alteration, disclosure or destruction.

Depending on the information and circumstances, these measures include:

- Keeping paper records in locked cabinets or secure storage.
- Restricting access to records to authorised staff who need the information for their work.
- Using password-protected devices and systems.
- Using secure electronic storage and appropriate access controls.
- Taking care when transporting paper records during outings and ensuring they remain supervised and secure.
- Sharing information through appropriate secure channels.
- Providing relevant staff guidance on confidentiality, safeguarding and data protection.
- Taking appropriate action if we identify or suspect a personal data breach.

We review our security arrangements periodically and take steps to improve them where necessary.

No system can be guaranteed to be completely secure, but we aim to protect the information entrusted to us in a responsible and proportionate manner.

How long do we keep personal information?

We retain personal information only for as long as necessary for the purpose for which it was collected, taking account of applicable legal requirements, safeguarding responsibilities, guidance and any relevant limitation periods.

Different types of records may need to be retained for different periods. Our retention arrangements cover, as applicable:

- Registration and contact records.
- Learning and development records.
- Attendance and funded childcare records.
- Health, medication, accident and incident records.
- Safeguarding and child protection records.
- Financial, payment and contractual records.
- Consent and permissions records.

We will maintain a record-retention schedule that sets out the retention period for each category of information and the reasons for it.

We do not apply one retention period to every record. Some records may need to be kept longer than others because of legal requirements, safeguarding concerns, insurance matters or potential legal claims.

When information is no longer required, we will securely delete, destroy or anonymise it, as appropriate.

Where learning and development records are transferred to parents or another setting when a child leaves, we will do so in accordance with applicable requirements and our relevant policies. We may retain information that we are required or otherwise lawfully entitled to keep.

Your data protection rights

Under data protection law, you and, where applicable, your child have rights concerning personal information.

Depending on the circumstances, these may include the right to:

- **Access:** request a copy of personal information we hold.
- **Rectification:** ask us to correct inaccurate or incomplete information.
- **Erasure:** request deletion of information in certain circumstances.
- **Restriction:** ask us to restrict the use of information in certain circumstances.
- **Object:** object to certain types of processing where the relevant legal conditions apply.
- **Data portability:** request certain information in a commonly used, machine-readable format where the legal conditions for portability are met.
- **Withdraw consent:** where we rely on consent, withdraw it at any time.

These rights are subject to legal conditions and exceptions. For example, we may need to retain information to comply with legal obligations or to protect a child's welfare. We may not be able to delete or disclose particular information if doing so would conflict with applicable legal requirements or another person's rights.

Requests concerning children's information will be considered carefully, taking account of the child's rights, best interests, capacity and the legal authority of the person making the request.

To exercise your rights, please contact us at info@enyas.co.uk or on 01733 686364. We may need to verify your identity or authority before responding. We will handle requests within the timescales required by law.

Is providing information compulsory?

Some information is necessary for us to provide childcare safely, meet legal obligations or administer a childcare agreement or funding application.

If required information is not provided, we may be unable to offer certain services, meet a child's needs safely, administer funding or fulfil our legal responsibilities.

Where information is optional, we will explain this where appropriate. We will also explain when information is required by law or necessary for a contract, where that information is collected directly from you.

International transfers and automated decision-making

We use electronic systems and third-party service providers to manage our childcare services.

Where personal information is transferred outside the United Kingdom, we will ensure that the transfer meets applicable data protection requirements and that appropriate safeguards are in place where required.

We do not make decisions about children or families solely by automated means that produce legal or similarly significant effects as part of our ordinary childcare operations. If this changes, we will provide any additional information required by law.

Complaints and concerns

If you have any questions or concerns about how we handle personal information, please contact us in the first instance:

Email: info@enyas.co.uk

Telephone: 01733 686364

We will take your concerns seriously and seek to resolve them appropriately.

You also have the right to complain to the UK's data protection regulator, the Information Commission, if you believe your personal information has been handled unlawfully or your data protection rights have not been respected.

You can find current guidance and contact details at:

<https://ico.org.uk/>

Changes to this privacy notice

We review this privacy notice regularly and when there are significant changes to our services, the information we collect, the way we use it or applicable data protection requirements.

Where appropriate, we will notify parents and carers of significant changes and provide updated information about how personal data is handled.

This policy was adopted by: Enya's Childcare	Date: 13.10.26
To be reviewed: 13.10.27	Signed: L Redwood