



# Privacy notice: your information and you

## Overview

This privacy notice tells you how we use your information, the reasons for doing so, and also what rights you have in connection with the information we hold about you.

We may hold information about you or your family because you've contacted Wild Monkeys Childcare Ltd; you are receiving services from us or have done so previously.

Wild Monkeys Childcare Ltd takes data protection seriously. Please be assured that your information will be used appropriately in line with data protection legislation; will be stored securely and will not be processed unless the requirements for fair and lawful processing can be met.

## What information is being used?

Wild Monkeys Childcare holds various kinds of information about staff, children, and families. This information is held and handled in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

Information about children, families, and staff is treated as confidential. It will not be discussed without the individual's consent, unless we have reason to believe that discussing or sharing the information is necessary in order to protect children or otherwise fulfil our legal obligations.

Information we hold about children and families may include, but is not limited to:

- Name, DOB, address, parental and emergency contact details
- Details of ethnicity and/or home language
- Details about medication, illness, medical conditions, SEND, accidents / injuries
- Details about the development of children
- Details about involvement of other services, and/or child welfare concerns
- Photographs

Information we hold about staff may include, but is not limited to:

- Name, DOB, address, contact and emergency contact details
- Medical information such as current or historical medication/medical conditions
- Disciplinary issues
- Qualifications
- Criminal history, suitability to work with children, DBS checks

- Photographs

## **How will your information be used / Stored?**

This information may be held digitally or physically. Digital information is password-protected and can only be accessed by the manager, administrative staff (for purposes relating to their work), or a nominated member of staff. Physical information is stored in a locked filing cabinet and can only be accessed by the individuals above. Information which is no longer required will be securely destroyed either by shredding (for physical information) or by electronic deletion (for electronic information).

All information is held securely in accordance with our GDPR policy. Our staff are trained to handle your information correctly and protect your confidentiality and privacy.

Your information is not processed outside of the European Economic Area.

## **What is the legal basis for processing your information?**

We will request permission from families regarding the storage and usage of certain information, such as photos. However, some information is essential for us to have so that we can care for your child. If you are unable to provide this information, we may not be able to offer your child a place.

If we are entering into a contract with you, it will be necessary for us to process your data for this purpose.

If we decide we need your consent to process your data, we will contact you separately about this.

## **How long will your information be kept for?**

All information processed by Wild Monkeys Childcare Ltd is subject to a retention policy which details how long we will retain the information. This is governed by the category of data and the requirement to hold it in our records in line with statutory provisions or other operational requirements.

## **Sharing your information**

Any sharing of personal data is always made:

- on case-by-case basis
- using the minimum personal data necessary
- with the appropriate security controls in place
- in line with legislation.

Some of the organisations we may share your information with include:

- the local authority

- Ofsted
- your school
- your Health Care Provider

We only pass on information about you to other people if they have a real need for it and we always do it in line with the law. This is usually to assist them in providing the right service for you, or, to help us to plan and improve our services and to look into any concerns you may have about the services you receive.

We may also share your information if it is needed to protect you or someone else from harm.

## Your rights

Under data protection legislation, you have the right:

- to be informed why, where and how we use your information
- to ask for access to your information
- to ask for your information to be corrected if it is inaccurate or incomplete
- to ask for your information to be deleted or removed where there is no need for us to continue processing it
- to ask us to restrict the use of your information
- to ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information
- to object to how your information is used

You can ask to see your information using your rights under data protection legislation. This is known as a Subject Access Request. If you are 13 years or older, we believe that normally you should be able to understand your rights and to make a Subject Access Request yourself, if you want to. But if you are younger than 13, your parents or carer would have to make the request on your behalf.

## How to find out more or complain

Should you have any further queries on the uses of your information, please contact us using the following details:

Wild Monkeys Childcare Ltd

29 Glynn Road

Peacehaven

BN10 8AT

Phone: 07818 50 54 69

Email: [wildmonkeys@sky.com](mailto:wildmonkeys@sky.com)

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the ICO:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Phone: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

[Email ICO](#)

[Report a concern on the ICO website](#)