

PRIVACY NOTICE

Definitions: we/us: Mandarin Ducklings Education Ltd t/a Mandarin Ducklings Bilingual Montessori Nursery and Mandarin Ducklings Home Setting and Mandarin Ducklings Putney Bridge Nursery

You: Parents/carers

This privacy notice details what personal data we collect and use about you and your children and any other individual's personal data that you supply us with in connection with the services we provide to you. This privacy notice does not form part of the contract and we may update it at any time.

What personal data do we collect?

We collect, hold and use different types of personal information about you, your children and certain other individuals where that information is supplied to us for the provision of our services. Personal information is information about an individual from which that person can be identified. There are "special categories" of more sensitive personal information which require a higher level of protection. Details of the exact types of personal information collected, stored and used are set out in our data map.

What we do with the data we collect from you

We only process data for the purpose we collected it for, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will tell you and we will explain the legal basis which allows us to do so. The reasons we have for using personal data are set out in our data map. We are also required by our regulatory body to record information about your child's development. We may also be required to keep information in order to comply with other regulations, safeguarding or insurance requirements. If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you, or we may be prevented from complying with our legal obligations (such as ensuring the health and safety of your children).

How will we use sensitive personal information?

The reasons we have for using sensitive personal information are set out in the Data Map. We do not need your consent to use sensitive personal information if the processing is necessary to protect the vital interests of the data subject or of another person, where the data subject is physically or legally incapable of giving consent. For other circumstances, we may ask you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of your contract with us that you agree to any request for consent.

Data Map:

Type of data	Reason for processing	Legal basis for processing	Data Source
Name(s) of parent/guardian	Providing childcare	Necessary for the performance of the contract	Parent
Contact details of parent/guardian	Communicating about childcare spaces; Providing childcare	For the purposes of supply the information requested; Necessary for the performance of the contract	Parent
Bank details of parent/guardian	Taking payment	Necessary for the performance of the contract	Parent
Names of emergency contacts	Keeping you informed in an emergency and to obtain any necessary medical information or consent in a medical emergency	Necessary to protect vital interests of your children	Parent
Names and ID of other individuals who might collect the children	Safeguarding children and allow flexibility for parents/carers	Necessary to protect vital interests of your children	Parent
Children's attainment and progress	Delivery the EYFS	Legal obligation	Our observations
Accident and injury record	Keeping your children safe and healthy	Legal obligation	Our observations
Medical Information	Keeping your children safe and healthy	Legal obligation; for the purposes and of the provision of medical treatment	Parent
Details of requirements/preferences	Keeping your children safe and healthy and happy	Necessary for the performance of the contract	Parent/Our observations
Photographs/videos	Celebrating your children's achievements, promoting our setting	Consent	Our observations
Safeguarding/Cause for concern details	Keeping your children safe, healthy and happy	Legal obligation	Our observations

How is your data stored?

- Paper records kept in locked storage and room.
- Personal data is held on password-protected encrypted computer systems.
- Your contact details are held on password protected mobile devices.
- Personal data is held on the Instant Nursery Manager and Family app provided by Datamove Cloud Ltd and Family.co, secured by locking down users, running Anti Malware/Viral protection 24 hours a day, and with SSL secure connection.
- Other storage detailed on attached sheet All data we hold is stored securely We will keep you informed if there are any changes to how we store your data.

How we look after your data

We limit the personal data we collect to only what is fit for the purpose it is collected for. We retain data only for as long as necessary for these purposes, to respond to your requests, or for longer if the law or performing a contract requires it. Please contact us for further details of the retention periods for the different aspects of the personal data that we collect. Access to your data is limited to ourselves, parties we are legally obliged to share it with, and parties we have your permission to share it with:

- We are required to share information about your child's development with our regulatory body.
- With your permission we may also share your child's data with third parties such as other childcare providers, schools and medical professionals.
- We will only share your child's data without parental permission where there is a safeguarding concern and informing parents would place the child in immediate danger.

What are your responsibilities?

It is important that the personal information we hold is accurate and current. Please keep us informed if any of the personal information you have provided changes.

What are your rights?

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it. We may charge a reasonable fee if your request for access is clearly unfounded or excessive, alternatively we may refuse to comply with the request in such circumstances.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below). We will not be required to delete or remove personal information if your objection is not upheld.
- Object to processing of your personal information we are relying on a legitimate interest as the reason for processing (as identified in the Data Map) and there is something about your particular situation which makes you want to object to processing on this ground. We are not obliged to uphold your objection where the legitimate interest relied on outweighs the reason for your objection.
- Request the restriction of processing of your personal information. This enables us to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it or while we are considering your objection to processing.
- Request the transfer of your personal information to another party.
- If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact us in writing.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

In any circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact us. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Complaints

If you have any questions about this privacy notice or how we handle your personal information, please contact us. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.