

# Privacy Notice - GDPR

At TreeTops Kids Club we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required\* is erased after your child has ceased attending TreeTops.

We will use the contact details you give us to contact you via phone, text message, email, social media and post, so that we can send you information about your child, our Club and other relevant news; and also, so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child.
- are required to by government bodies or law enforcement agencies.
- engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices) We currently use First Steps Software to issue our invoices via email.
- have to pursue outstanding fees that you owe us. We will pass on your details to either a solicitor, debt collection agency or the Small Claims Court.
- have obtained your prior permission.

If you have agreed to allow your child's photograph to be used (on our photo consent form) we will store the photo on our Tree Tops' computer and mobile phone and they will be used in accordance with your wishes. We may continue to use photographs of your child on our website after your child has left. Please let us know if you would like any photographs removing.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time\* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

*\* We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible. OFSTED advices that all records are kept for a minimum of 3 years.*

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Name of child(ren) at Tree Tops \_\_\_\_\_

Please confirm the following:

I would like to receive my invoices via email - only one email allowed. You will be issued with a password which will remain the same for all invoices. Yes/No

Email: \_\_\_\_\_

I would like to subscribe to email news from treetops. Yes/No

You may add more than one email here.

Email \_\_\_\_\_

\_\_\_\_\_

You may unsubscribe either of these services at any time.

**Please sign and date below to confirm that you have read this Privacy Notice and that you give your permission for us to contact you regarding relevant matters.**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_