

Family Support Service and Starjumps Nurseries

What we do with your information (our Privacy Policy):

At InspireAll Family Support Service (FSS) protecting your information is really important to us. Our Privacy Policy tells you which information about you we collect and what we use it for. We will take care of your information, make sure it is protected and we will never sell it.

Please take a minute to read and understand the policy. If you have any questions please ask a member of staff or contact our Data Protection Officer (details at the end).

InspireAll Family Support Service is a part of InspireAll Leisure & Family Support Services, a UK registered charity no. 1093653 and a company limited by guarantee no. 4343347. Our registered office is The Venue, Elstree Way, Borehamwood, Herts WD6 1JY.

InspireAll Family Support Service also manages Starjumps Nurseries in Borehamwood and Potters Bar.

If you use our Leisure Centres or our Theatre our [Leisure Privacy Policy](#) explains which information about you we collect and what we use it for.

This Privacy Policy will explain:

- **Which information do we collect from you?**
- **Why do we collect this information?**
- **Who do we share this information with?**
- **How do we protect your information?**
- **How long do we keep hold of your information?**
- **How can I access the information you hold about me?**
- **All about Cookies**
- **Changes to our Privacy Policy**
- **Who can I complain to?**

Which information we do we collect from you?

We run activities and services to help children, young people and their families to be healthy, grow and develop.

Starjumps Nurseries offer care and learning tailored to your child's individual needs, to help them be healthy, grow and develop.

To make sure we can offer you the right services we need to collect and use some information about you and your family. We do this in different ways.

When you use a Family Centre

This table shows the different times we collect your information and the different sort of information we collect:

When you use one of our Family Centres	The information we will collect from you and your family
Register with the Hertfordshire Family Centre Service	<p>For you and any other carers: name, gender, date of birth, contact details, relationship to child, ethnicity, fluency of English, employment status, claiming benefits, disabled or suffering a long term illness, smoking status, pregnancy status</p> <p>For your child or children: name, gender, date of birth, NHS number, ethnicity, disability or long term illness. We collect this on behalf of Hertfordshire County Council Family Services Commissioning Team. If you would like more information about this please visit https://www.hertfordshire.gov.uk/about-the-council/legal/privacy-policy/privacy-policy.aspx</p>
Book a place on a session	Your contact details
Pay for a session	Your credit card details
<p>Attend a session face to face</p> <p>Attend a session online</p> <p>Sign into a building</p>	<p>Your name and your child's name and postcode</p> <p>Your name, your child's name, your postcode and your email address</p> <p>Your name</p>
Borrow resources such as Home Learning Bags	Your contact details
Receive outreach support	A record of the support we have given you and your family
Complete a course evaluation	Your opinion of our sessions and activities
Sign up to receive a newsletter	Name and contact details
Contact us	Your names and contact details and copies of what you have said and what we have said in reply.
Take photographs or make films	Your picture or image in a film

When you use one of our Nurseries

This table shows the different times we collect your information and the different sort of information we collect:

When you use one of our Starjumps Nurseries	The information we will collect from you and your child
When you tell us you might want your child to join one of our nurseries	For you or a carer: Name, contact details For your child: Name, address, date of birth, religion, ethnicity, nationality, language spoken
When your child comes to one of our nurseries	For you or a carer: Name, contact details, photograph or proof of id, national insurance number (to support claims for early years funding), 2 years funding reference number, 30 hours funding reference number For the authorised adult collecting your child from nursery: Name, contact details, photograph or proof of id For your child: Name, address, date of birth, NHS number, birth certificate reference number and date of issue (to support claims for early years funding), details of people to contact in an emergency (names, contact details), details of vaccinations, details of any medications that might be taken at home or might need to be administered at nursery, details of medical conditions, allergies, disabilities and/or special educational needs, any distinguishing marks, food allergies/intolerances, photographs (taken during sessions, subject to parental/carer permission), written observations of their learning and development
When you pay for nursery sessions	Credit card details or bank account details if you pay by direct debit
When you sign up to receive a newsletter	Name and contact details

We use closed circuit television (CCTV) images to stop crime happening and if it does happen, to try to see who might be carrying it out. If you want to know more about how we do this, please ask to see our CCTV Code of Practice.

Why do we collect your information?

We collect your information so we can run Family Centre services or Nursery services.

We make sure we only collect your information if the law allows us to.

This table shows you the different reasons we are allowed to collect your information.

Why we can collect your information	Examples
<p>Consent</p> <ul style="list-style-type: none"> ▪ When you say we can collect and use your information. ▪ You can change your mind at any time –just let a member of staff know or email our Data Protection Officer at dpo@inspireall.com 	<ul style="list-style-type: none"> ▪ You allow us to take a close up photo or video promoting the Family Centre Service ▪ You share information with family support workers so they can best support you ▪ You allow us to share your information with others, like charities or schools
<p>Legitimate Interest</p> <ul style="list-style-type: none"> ▪ When we use your information to do things you would expect us to. 	<ul style="list-style-type: none"> ▪ We look at which activities are the most popular or if an activity needs to be moved because no one is coming ▪ We keep you up-to-date about the Nursery services we offer ▪ We provide an online learning journal for parents/carers of Nursery children to look at ▪ We photograph large groups of people (when it would be too hard to get everyone to say it is ok beforehand) ▪ We let you know if there is a problem, for example if a session is not running ▪ We let you know about something you have asked about ▪ We look to see if there are any risks to our staff if they visit you in your home. ▪ We contact you if you have attended one of our sessions but you a Family Centre Service member to see if you would like to register.
<p>Legal Obligation</p> <ul style="list-style-type: none"> ▪ When we have to pass on your information because the law says we have to. 	<ul style="list-style-type: none"> ▪ We have to pass on your information if we think you or your family, or someone working with you could come to harm. We will do this in line with our Safeguarding for Childcare Professionals policy. ▪ We register you with the Family Centre Service.

Who do we share your information with?

We will never sell your information. However we may share your information with other organisations (we will always make sure your information is safe).

This table shows you the different times when we may share your information:

When we might share your information	What this means
When you join the Family Centre	<p>The Family Centre database is run by Hertfordshire County Council.</p> <p>The Family Centre Service is run by the council with InspireAll. Health Visitors and School Nurses are also part of the service.</p> <p>When you join the Family Centre your information may be shared with the rest of the service.</p> <p>If you would like more information about this please visit https://www.hertfordshire.gov.uk/about-the-council/legal/privacy-policy/privacy-policy.aspx</p>
Collecting nursery payments	<p>If you pay for your Nursery sessions by Direct Debit we will give a company called Harlands your details so they can collect your payments on our behalf.</p> <p>We will pass your details onto a company who helps us collect our nursery fees</p>
<p>Making sure you, your family and those working with you are safe.</p> <p>Making sure we do what the law tells us we have to</p>	<p>If we think you, your family and those working with you are not safe we have to tell someone. Our Safeguarding for Childcare Professionals policy explains how we do this.</p> <p>Sometimes we have to pass on your information because the law tells us to (this can be because the government wants some information about you or there might be a court case about you).</p>
Advertising our sessions and activities	<p>If you have said it is ok, we will share your information with companies who will send you emails about our sessions and activities. You can opt-out at any time by 'unsubscribe' which is included in all our texts and emails to you.</p>

A list of these organisations and which information we share with them can be found at the end of this policy.

How will we protect your information?

Protecting your information is very important to us. Staff are only allowed to access your information if they have a valid reason to. We have taken steps to stop your information from being accidentally lost, used or accessed by anyone who shouldn't. If this happens, we have plans in place to deal with it. All staff have regular data protection training.

If the law says we have to, we will let you, and the right authorities, know if we think we have had an 'information security breach' –this is when information has been lost, shared when it shouldn't have been or accessed by someone who wasn't allowed to have it.

We might send your information to countries outside the EU. If we do, we will make sure it is as protected as it would have been in the EU.

How long do we keep hold of your information?

We will only keep your information for as long as it is needed. InspireAll FSS supports you from before your child is born until your youngest child is 11 years old. Once your personal information is no longer needed it will be securely disposed of.

Starjumps Nurseries keep most records for 3 years after your child leaves the nursery.

We might have to keep certain information for longer, such as:

- Information regarding keeping children safe ('safeguarding' information).
- Information regarding accidents.

Hertfordshire County Council's Family Services Commissioning team keeps Family Support Service membership records for 25 years.

How can I access the information you hold about me?

You have rights over your information:

Your rights	What this means for you
Correct information	We will try to make sure that the information we have about you is correct. If you believe it is out of date or wrong, please let us know (see below).
Seeing your information – subject access request	You have the right to know what information we have about you (but you can only have your own information and any child that you have parental responsibility for aged under 13 years old). This is called a Subject Access Request.
Removing your information	If you agreed to share your information with us, or with another organisation and don't want to share it anymore, please let us know (see below).
Restricting processing	If you want us to stop using your information but don't want us to get rid of it we will restrict its use unless we have a legal duty to continue to use it, are using it to defend any legal claims or it is needed for keeping someone safe.

Objecting to your information being used	<p>You have the right to stop to your information being used for direct marketing. You can also object to your information being used for:</p> <ul style="list-style-type: none"> • statistical purposes (when we collect information to find out who is using our service, usually we can't tell who the information was from), • our legitimate interests (when we do something you would expect us to do) • and for a task being carried out in the public interest (if we are doing something on behalf of local government).
Transferring your information	You can ask us to transfer your information to another organisation.

If you want to access your information or ask about any of your rights please contact your Family Centre or you can contact our Data Protection Officer:

Baronie Shepherd
dpo@inspireall.com

or write to:

Baronie Shepherd
 InspireAll
 The Venue
 Elstree Way
 Borehamwood WD6 1JY.

All about cookies

Our website uses cookies to collect information about you. Cookies are pieces of information placed on your computer to allow websites to recognise you when you visit. It collects information about what you look at and what you click on but does not identify you as an individual.

We use the information gathered from cookies to get an idea of what parts of the website work best and what could be improved.

For more information about cookies, please visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases, some of our website features may not work as a result.

Changes to our privacy policy

We regularly update our privacy policy so please come back and check. This privacy policy was last updated on 30th April 2020, in line with guidance from the Information Commissioner's Office, the General Data Protection Regulation 2018 and the Data Protection Act 2018.

Who can I complain to?

If you have any questions, concerns or complaints, or if you would like more information about anything mentioned in this privacy policy, please contact our Data Protection Officer:

Baronie Shepherd
InspireAll
The Venue
Elstree Way
Borehamwood WD6 1JY.
dpo@inspireall.com

We take any complaints about our collection and use of information very seriously.

If you think that our collection or use of information is unfair, misleading or inappropriate, or have any other concern about our information processing, please let us know.

Alternatively contact the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/make-a-complaint/>
- Call 0303 123 1113
- Or write to:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Information Source

- Information Commissioner's Office
- General Data Protection Regulation 2018
- Data Protection Act 2018

Policy Review

- This policy will be updated as necessary to reflect best practice and to ensure compliance with any changes or amendments to relevant legislation.

Organisations who we might share your information with

We might share your information with the organisations in this table. We have contracts in place with them and they cannot do anything with your information unless we have instructed them to do so.

Organisation	What they do	Which information is shared
Hertfordshire County Council, Hertfordshire Community NHS Trust and other support services	Provide services that can help your family	Name and contact details, other personal information as required
Triangle	Family support on-line software	Families' Early Help ref number –adult & child
Finance		

Harlands Group	Collect direct debit payments for Nursery fees	Identity information, contact details, financial information, transaction details
IGF Invoice Finance Ltd	Invoice factoring for nurseries	Customer contact details
Marketing		
Junction 9 Design	Design consultants	Name and contact details, photographs and videos.
Eventbrite	Event booking management service	Name and contact details, bank details
Mailchimp	Marketing / Communications software	Email address
Sharpsring	Marketing automation services	Name and contact details
SurveyMonkey	Marketing / Communications software	Name and contact details, IP addresses
Later	Manages Instagram	Email address, name, cookies and usage data, social network authentication and posting data
Renderforest	Video design	Images
Dropbox	File sharing website	Videos and photos
Wondershare Filimora 9	Film editing software	Images
Nurseries only		
Parenta	Nursery management software	Contact details, date of birth, country of birth, health & disability data, financial, ethnicity, religion, gender, adult & child
Tapestry	Online learning journal software	Parent's name & email address, child's name, date of birth, family photos, opinions about children and/or families