

Family Support Services and Starjumps Nurseries Privacy Policy Summary

Issue 3

Your privacy is important 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.

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.

When you use our services we collect and use certain information about you. This information, like your name and email address, is called personal data. We want you to know what personal data we have about you and your family, and how we use it. We also want you to know that you have rights over that data.

Sometimes we will update this policy to make it clearer or to keep up with changes. Changes might be a new service, a different way of using your personal data or a change in the law. When we change it, we will change the date at the bottom of each page of this document.

If you have any questions, please ask a member of staff or contact our Data Protection Officer:

dpo@inspireall.com

07785 462 593

Data Protection Officer
InspireAll Leisure and Family Support Services
The Venue
Elstree Way
Borehamwood WD6 1JY

This is a summary of our Family Support Services and Starjumps Nurseries Privacy Policy and does not replace it.

Information we collect about you

We collect information about you when you:

- Book or pay for a place on a session
- Attend a session
- Get support from us

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- Borrow things like Home Learning Bags
- Share your child's information with us when they attend one of our nurseries
- Share your family's information with us when you join the Family Centre
- Get an email newsletter
- Contact us
- Visit one of our centres
- Supply us with goods or services

The types of personal data we get depends on which services you use or what you have done at our centres or nurseries.

If you register with the **Hertfordshire Family Centre Service** we will collect information about you and your family on behalf of Hertfordshire County Council. This information is used to provide you with any support you may want to help you and your family to be healthy, grow and develop.

If you book or pay for an activity at one of our Family Centres for you or your family we need to collect information from you. This includes:

- Contact details
- Payment details
- Names of any children attending

If your child attends one of our **Starjumps Nurseries** we need to collect information from you and your child. This includes:

- Your name, contact details and payment details
- Your child's name, address, emergency contact details
- Information needed to keep your happy and healthy at nursery (for example any health conditions, special educational needs, languages spoken etc)

We use this information to make sure you get the best out of our services:

- To set up and manage your booking or child's nursery place
- To provide you with the service or activity you have paid for
- To keep you and your family safe
- To provide information that may be of interest to you and to let you know of any service changes

If you visit one of our centres or nurseries we will record your image on CCTV. We will use this to help us reduce crime and anti-social behaviour, as well as protect the health and safety of our users, visitors and employees. For more information about our CCTV please ask for a copy of our CCTV Code of Practice.

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Sometimes we will get your information from others. For example, from the NHS, Hertfordshire County Council, Schools and Early Years Education Providers. We use this information to provide any support you might want.

We also visit local Parent and Toddler groups and other local groups and events. We might get your information from you if you have asked for support.

Reasons we share personal data

We share your personal data so we can use specialist software or companies to provide services to you.

For instance, we may share data for the following reasons:

- To keep you or others safe
- When required by law
- With other companies who work on our behalf (who can only use the data in the way we tell them to)
- If part of InspireAll is transferred or sold to another provider

We don't sell your personal data.

Your rights

The law says you can always ask us:

- For a copy of the information we have about you
- To change the information we have about you, or bring it up to date, if it is wrong
- Change how you'd like us to get in touch with you
- To delete all the information we have about you (if we don't need it anymore)
- Tell us we can't use information about you for marketing

Most of the time we can do this, but if for some reason we can't, we will explain why we can't.

You can tell us if you are worried about the way we are keeping or using information about you, and want to make a complaint about this.

To do any of these, contact our Data Protection Officer by emailing dpo@inspireall.com or by writing to:

Data Protection Officer

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We will get back to you in a month – or sooner.

You can get in touch with us in any of these ways too, if you have any questions about how we keep what we know about you safe and private.

Security

InspireAll uses strong security to keep your information safe. This helps prevent others from stealing your information or using it in a way that is harmful. But remember, online security is never perfect, so always be careful about what you share online.

How long we keep your information

We keep your information for as long as we need to provide services, comply with the law and for other legitimate reasons.

You can control your information by contacting our Data Protection Officer:

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