

Privacy statement

Your privacy is important to InspireAll Leisure and Family Support Services (InspireAll). This statement explains which information about you and your child we collect and what we use it for.

[Young people \(under 18s\) might like to start with Privacy for Young People. This explains information that might be useful for them.](#)

[You can find a summary of this policy here.](#)

Your privacy is important to us

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

We protect your data and we will never sell it. We make sure we comply with data protection laws like the UK General Data Protection Regulation 2018 (UK GDPR) and the Data Protection Act 2018 (DPA).

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 personal data or a change in the law. This policy was updated in August 2024.

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

Data Protection Officer
The Wyllyotts Theatre
Wyllyotts Place
Potters Bar
Herts EN6 2EZ

dpo@inspireall.com

This policy applies to:

- Parents and Carers using Starjumps Nurseries and their children (both past and present).
- Anyone who takes part in any other activities or services provided by Starjumps Nurseries.
- Anyone who has expressed a strong interest in using Starjumps Nurseries.
- Anyone who visits our Nurseries.
- Anyone who supplies us with products or services.

If you are employed by InspireAll or are a volunteer and want to know how we use your information, then please ask to see InspireAll's Employee Privacy Policy.

We are registered with the Information Commissioner's Office. Our number is Z6410769.

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

Starjumps Nurseries are 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 Wyllyotts Theatre, Wyllyotts Place, Darkes Lane, Potters Bar Herts, EN6 2HZ.

Which Information do we collect?

When you tell us you want your child to join one of our nurseries

Your name and contact details, your child's name and date of birth.

When your child attends one of our nurseries

Your name, contact details, national insurance number (to support claims for early years funding).

For the authorised adult collecting your child from nursery: name, contact details, photograph or proof of ID, password for collection

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), information about your child's family, written observations of their learning and development

When you pay for nursery sessions

Credit card details or bank account details, tax free childcare voucher details, funding reference number.

When you sign up to receive a newsletter

Name and contact details

When you visit one of our nurseries

Name and telephone number

If you contact us or provide feedback

Your contact information, enquiry and/or feedback (so we can reply if necessary)

If you interact with our social media

Your comments, other personal information you may share with us such as your contact details and username

When you visit any of our facilities

CCTV images (for the prevention, identification and reduction of crime, anti-social behaviour, health and safety of service users, employees and members of the public). For more details

of how we record, use and store images on CCTV please ask to see our CCTV Code of Practice. There is no CCTV inside our Nurseries.

If you access our CCTV images

Name, telephone number and email address, date of access and time in and out of CCTV display/storage room.

If you ask for any of your rights under the DPA 2018 or UK GDPR 2018

Name, contact details, personal information required for ID.

We also collect information from anyone who supplies us with products or services. This would include your contact information. We use this to manage the orders we have placed with you.

How we get your personal information and why we have it

We collect your information so we can run Nursery services and so that we comply with current legislation.

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

When you join one of our Nurseries

- To make sure we have the information we need about you and your child
- To get information from credit reference agencies and fraud prevention agencies where necessary.
- To provide information for the local authority for funding if you qualify
- To send you marketing information if you have opted-in to receive it.
- To develop and improve services for your benefit.
- To keep you, your family and our staff safe.

If you provide us with products or services

In order to contact you and manage our orders.

If you express a strong interest in joining one of our Nurseries

We will contact you to give you more information.

If you provide customer feedback

To improve our services. To get in contact with you if you have given us permission, to discuss anything you may have raised.

If you interact with our social media

To evaluate and improve our services. To get in contact with you if you have given us permission to discuss anything you have raised.

If you nominate a member of staff for a WOW Award

To contact you about your nomination. If you have given permission, your name may be used on a certificate, online and in our communications.

When you visit our Nurseries

To ensure the health, safety and security of yourself and others when visiting our Nurseries. To promote our services we may capture your personal information in photos or films.

When you participate in competitions or sponsor someone

To get in contact with you about the competition or the event.

If the law says we have to share your information

To protect you or your family, or someone working with you. We have to pass on your personal information to statutory authorities if requested, such as HMRC.

We may also get information about you from credit reference agencies.

These are the legal reasons why we can use your information:

Consent

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)

You allow us to:

- take a photo or video that is used to identify you or your child.
- upload pictures and videos of your child to our Family communication software
- share your information or your child's information with others, like charities or schools
- We also collect information when you complete customer surveys, provide feedback and take part in competitions.

Contract

When we provide a service to you:

- we collect and use your information when you book Nursery sessions or pay for one.
- when you pay with a debit or credit card we have to collect and use your card details to complete the transaction.

When we order products or services from you:

- we collect and store personal information so we can contact you about our order and to make sure we carry out our contract with you.

Legitimate Interest

When we use your information to do things you would expect us to (you can ask to opt out of your information being used for these –just let a member of staff know or email our Data Protection Officer at dpo@inspireall.com):

- We keep you up to date about the Nursery services we offer
- We photograph large groups of people (when we aren't taking the photo to identify people)
- 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
- If you have nominated a member of staff for an award we might contact you about it.

- When we capture your image on CCTV for prevention and detection of crime, safeguarding staff and visitors and ensuring compliance with health and safety procedures. Whilst there is no CCTV inside our Nurseries, there is CCTV onsite in the Furzefield Leisure Centre and The BECC Family Centre.

Legal Obligation

When we have to pass on your information because the law says we have to:

- If you have an accident when using our facilities, we have to record your details and the details of the accident to comply with health and safety law.
- We have to pass on your information if we think you or your family, or someone working with you could come to harm. We do this in line with our Safeguarding Children and Adults at Risk policy.
- If you make a request under the DPA 2018 or UK GDPR 2018 we will use your personal information in order to comply with the law.

We have to provide your personal information if we get a legal request for it –for example from HMRC for tax purposes or from the police.

Vital Interest

If we have to share your information or your child's information with emergency services in order to save either your life or your child's life (but we can't ask for your consent because either we can't get hold of you or you're the one who is unconscious):

We might share your information with these organisations

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

Nursery Management Software

Information in order to provide you and your child with nursery services

Credit card payment providers and banks

Credit card and payment details in order to take payments for services

Credit reference agencies and debt collection agencies

Account details and information regarding any outstanding debt

Health and safety consultants and accident database, our insurers

Details of any accidents you may have had, or have witnessed, that have to be reported by law

Hertfordshire County Council

Information regarding any Early Years Funded sessions your child may receive.

Organisations that we have to share your information with by law

We will only share information if requested if we have to do so by law

Marketing services

Contact details if you have opted-in to receiving occasional marketing information. You can opt-out at any time by 'unsubscribe' which is included in all our texts and emails to you.

If you ask for personal information under UK GDPR 2018

We will only share your personal information if we receive a valid request to do so (please see below).

How we protect your information

Protecting your information is very important to us. Staff are only allowed to access your information or your child's information if they have a valid reason to. We have taken steps to stop your or your child's 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.

Sending your personal information outside the UK

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

Children's personal information

Our Nurseries can be used by people of all ages. Young parents aged under 16 years must have a parent or guardian's consent before providing personal information to us unless we believe there is a safeguarding risk to them, their family or someone working with them.

We want everyone to understand how we use their information so if you are a young person under 18, or if you are a parent or carer of a young person under 18, we have written 'Privacy for Young People Under 18 using Nurseries' to help make it clear.

Please ask a member of staff if you would like a copy.

How long we keep your information

We will only keep information about you and your child for as long as it is needed. Once 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 keep certain information for different lengths of time, such as:

Expression of interest forms

If a place is taken up it will be destroyed when all starting paperwork has been completed or it will be destroyed when the place is no longer wanted.

Child's learning journal and other paperwork relating to their learning

Starting paperwork

Kept for 3 years from the date the child leaves Nursery, unless:

- The Learning Journal is given to the parent/carer
- The starting paperwork contains financial, medical or safeguarding information (see those types of information for how long they are kept)

Financial records -Kept for 7 years after the child leaves Nursery

Safeguarding records and legal requests -Kept until the child is 25 years old

Medical and health information -Kept until the child is 25 years old

Accident records -Kept until the child is 21 years old

Records relating to children with Special Education Needs and Disabilities (SEND) -Kept until the child is 25 years old

This is not a complete list. If you would like more information, please ask to see our Nurseries Archive Schedule.

Your data protection rights

You have rights over your personal information: including the right to have:

Accurate information used

We will always try to make sure the information we hold about you is accurate. If you believe the information we hold about you is out of date or wrong please contact our Data Protection Officer dpo@inspireall.com

Access to your information

You have the right to ask us for copies of your personal information (also called a subject access request).

Your information removed

You have the right to ask us to erase your personal information in certain circumstances.

The use of your information restricted

You have the right to ask us to stop using your personal information for a set length of time in certain circumstances.

Your information not used for certain reasons

You have the right to stop us using your personal information in certain circumstances.

Your information transferred

You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

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

Data Protection Officer

The Wyllyotts Theatre
Wyllyotts Place
Potters Bar
Herts EN6 2EZ

dpo@inspireall.com

Changes of business ownership and control

InspireAll might expand or reduce its business (including our nurseries). If this happens part, or all of InspireAll, may be sold or transferred to another owner or service provider.

If we have to, we will transfer both your personal information and your child's personal information to the new owner or service provider. They will be able to use your information for the same reasons as you originally gave it to us.

We may also share your information with an organisation or individual who may want to buy InspireAll or run its nurseries.

We will always take steps to make sure your privacy is protected.

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. They collect information about what you look at and what you click on but do not identify you as an individual.

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

We also use cookies to find out how effective our electronic communications are. 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.

Other websites

Our website contains links to other websites. This privacy policy only applies to the InspireAll website.

Please read each company's policy when using their website. We cannot be held responsible for the privacy policies and practices of other websites.

Changes to our privacy policy

We regularly update our privacy policy so please come back and check. This privacy policy was last updated on 9th August 2024, in line with guidance from the Information Commissioner's Office, the UK General Data Protection Regulation 2018 and the Data Protection Act 2018.

How to complain

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:

Data Protection Officer
The Wylyotts Theatre
Wylyotts Place
Potters Bar
Herts EN6 2EZ

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

Procedure Update: This procedure is discussed and updated every 2 years or as and when necessary.

Sources of Information

- Information Commissioner's Office www.ico.org.uk
- UK General Data Protection Regulation 2018
- Data Protection Act 2018