



## **Privacy Notice**

Red Hen is committed to maintaining the confidentiality, integrity and security of your personal information. We take this responsibility very seriously and are proud of our privacy practices.

### **Who controls personal information collected by Red Hen?**

Red Hen is the data 'controller' for the information collected about you.

### **Why does Red Hen collect personal information?**

Red Hen takes great care to protect your personal information. We limit the information we collect to what is necessary to provide you with high quality services and respond to specific requests. There are several reasons why we need to collect personal information:

- Respond adequately to your requests;
- Provide a safe, healthy and successful environment for your children in our care;
- Administer medical care when necessary;
- Comply with government regulations and standards (including funding);
- Aide in the administration of services; and

### **What personally identifiable information does at Red Hen?**

The type of relationship you have with Red Hen will determine the specific information we will collect from you:

**If you are a parent/carer we will collect:** Registration information that you provide voluntarily when enrolling your child in our care via telephone, online or in person. This information may include personalised registration password and contact information, your child's name, date of birth, gender, allergies, food restrictions, special needs, doctor's information and other information to provide high quality care.

Red Hen may take photographs of your child to provide a record of their learning and development.

It is important that the data held is accurate and current, you must keep us informed if your personal information changes during your time with us.

**If you are a visitor we will collect:** Contact information such as name, telephone number, email address and mailing address. (Visitors will be asked to leave their phone in their car or hand in their telephone/camera phone to the office on signing in. This will be stored in a designated drawer until the visitor leaves the premises).

**If you are a job applicant we will collect:** Information that you provide voluntarily when applying for a job via telephone, online or in person. Information may include your name, mailing address, email addresses, telephone number, employment history, education, references, affiliations and other curriculum vitae information. If you become a member of staff further personal details will be collected in order to complete a DBS and to induct you into Red Hen.

**Where does Red Hen store personally identifiable information?** Electronic Information: The electronic personal information we collect about you will be stored and processed on password protected electronic information systems operated by Red Hen.

Hardcopy Information: The hardcopy personal information we collect about you is stored securely at Red Hen.

**Who does Red Hen share personally identifiable information with?** Red Hen

considers your personal information confidential and does not sell it to others.

However, there are limited circumstances that require Red Hen to share it with others. For example:- with the primary school your child will attend upon leaving Red Hen, with other childcare providers (if your child attends more than 1 setting), with healthcare professionals such as health visitors, paediatricians, speech and language therapists etc. Red Hen may also be required to share personal information with Ofsted, Public Authorities for example the Police and Fire Service, Medical Professionals, the Local Authority, Health and Safety Executive, Disclosure and Barring Service and other Government departments.

Photographs of your child may be used to promotional purposes, however Red Hen will ask for permission before using any images.

**How can individuals access or update their personally identifiable information?**

To exercise your rights to access and make appropriate changes or deletions to personally identifiable information we have gathered about you:

- Individuals have a right of access to personal data held by Red Hen relating to themselves. Any individual wishing to access their personal data should put their request in writing. Red Hen will endeavour to respond to any such written request as soon as is reasonably practicable, usually within 40 days.

- Please note that Red Hen may charge an administration fee of £10 for providing this information.

### **How does Red Hen protect your personal information?**

Red Hen places a high priority on the security of your information and have implemented numerous measures to secure it. We utilise appropriate technical, administrative and physical safeguards to protect against loss, unauthorised access, destruction, misuse, modification and improper disclosure. However, no computer system can ever be fully protected against every possible hazard. As a result we cannot guarantee the security and privacy of the information you provide to us.

Red Hen will pseudonymise any personal data for use internally.

### **What does Red Hen do with personal Information after you and/or your child have left?**

Records will be kept as follows:-

- Children and family's registration forms and subsequent relevant information will be kept for 3 years after the child has left.
- Information regarding a child's learning and development will be passed on to the school they are to attend on leaving Red Hen.
- Child Protection and safeguarding records will be kept until the child reaches the age of 25.
- Planning, Observations and Assessment paperwork will be kept from the last Ofsted inspection until the next inspection to show a paper trail.
- Staff registration forms and subsequent information will be kept for 7 years after their last day of work.
- Job applications and CV's will be held for 6 months.
- Risk Assessments will be kept for 3 years
- Staff accident records will be kept for 3 years.
- Complaints will be kept for 7 years

- Visitors book entries will be kept for 25 years (as part of a Child Protection trail)
- Insurance certificates will be kept for 40 years.

In some cases we may anonymise your personal information so that it can no longer be associated with you.

After these times, records will be destroyed.

### **What are the Terms and Conditions to use Red Hen's Website?**

By accessing or using the Red Hen website, you acknowledge that you have read, understood, and accepted the practices described in this privacy policy. Please read this privacy policy carefully and be aware that we may change it at any time. As a result, we recommend that you check revisit this page to be apprised of any updates of changes.

### **Active Information Collection:**

Like many websites, the Red Hen site actively collects information from its visitors by permitting you to communicate directly with us via e-mail etc. Some of the information that you submit may be personally identifiable information (that is, information that can be uniquely identified with you, such as your full name, address, e-mail address, phone number, and so on).

An IP Address is a number assigned to your computer by your Internet service provider so you can access the Internet and is generally considered to be non-personally identifiable information, because in most cases an IP address is dynamic (changing each time you connect to the Internet), rather than static (unique to a particular user's computer). We may use your IP address to diagnose problems with our server, report aggregate information, determine the fastest route for your computer to use in connecting to our site, and administer and improve the site.

“Session” cookies are temporary bits of information that are erased once you exit your Web browser window or otherwise turn your computer off. Session cookies are used to improve navigation on websites and to collect aggregate statistical information, such as Google Analytics. This site uses session cookies.

**Links to Other Sites:**

The Red Hen website may contain links or references to other websites. Please be aware that we do not control other websites and that this privacy policy does not apply to those websites. We encourage you to read the privacy policy of every website you visit.

LGH May 2021