**Data Protection Policy and Privacy Statement**

**Introduction**

At Reach and Unite Outreach and Empowerment safety is at the heart of everything we do. Ensuring that we safely and securely hold your information to fulfil our legal obligations and that we do this with care and consideration for our users and employees is our utmost concern.

Our Data Protection Policy and Privacy Notices cover how we collect, use, process, transfer and store personal information.

**Categories of data collected and processed**

* Personal identifiers, contacts, and characteristics (such as name, data of birth, unique reference number, contact details and address).
* Characteristics (such as gender, ethnicity, religious information, language, and free school meal eligibility).
* Safeguarding information (such as plans, court orders and professional involvement).
* Special educational needs
* Medical and administration (such as doctors’ information, child health, dental health, allergies, medication, and dietary requirements)
* Attendance (such as sessions attended, number of absences, absence reasons and any previous settings attended)
* Information to provide care and learning that is tailored to meet children’s individual needs (including observations, assessments, plans and next steps, photos, and films)
* Accident and incident information
* If we are providing a family support service, we may also collect social and financial information
* If you are volunteering with us, we may also collect reference details, work experience history, qualifications and disclosure and barring information

**Why the data is collected (the purpose) and how the data is used (processed)**

We collect information for the following purposes:

* to support children’s learning and development and provide services that meet individual needs of children and their families
* to manage any special educational, health or medical needs whilst children are attending our childcare settings
* to process claims for up to 30 hours of funded childcare (only where applicable)
* to contact you in an emergency
* to keep children safe
* to ensure that families know about the services available to them
* enable us to carry out specific functions for which we are responsible
* derive statistics which inform decisions about the future of our services
* assess performance and to set targets for the charity
* to report unidentifiable statistical information about our performance to funders and other stakeholders
* to maintain a fair waiting list system

With your consent we will record your child’s activities for their individual learning record. This may include photographs and videos. You will have the opportunity to withdraw your consent at any time, for images taken by confirming so in writing.

When you provide information about household members, we assume that you do so with their full knowledge and consent unless you inform us otherwise.

**The lawful basis for processing the data**

The processing of this information is necessary for compliance with legal obligations primarily under the Children Act 1989; Children Act 2004 and 2006; and Working Together to Safeguard Children 2018 which is statutory guidance on inter-agency working to safeguard and promote the welfare of children in England.

We have a legal obligation to process safeguarding related data about your child should we have concerns about their welfare. We also have a legal obligation to transfer records and certain information about your child from our childcare provision to the school your child will be attending.

Whilst the majority of information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with GDPR we will inform you at the point of collection, whether you are required to provide certain information to us or if you have a choice in this.

**How the data is stored and for how long and how security is ensured**

Generally, the information we hold will have been provided by you on registration and consent forms or when we communicate with you, but we may also hold information provided by third parties where this is relevant to your family circumstances (e.g., from Social Workers and Health Professionals, Doctors, Schools) as well as information based on our interactions with you.

We protect unauthorised access to your personal data and prevent it being lost, accidentally destroyed, misused or disclosed by:

* Hard copies of confidential records are stored in a lockable file or cabinet, which is always locked when not in use and kept secure in an office.
* Records are archived and stored securely for the length of time detailed below, and then disposed of securely.
* If data is kept electronically it is password protected and stored as above.
* Child developmental records are stored securely on the Foundations Database, accessed by employees through secure handheld devices and password protected computers and parents can access information about their child through a secure log-in.
* Children and Family Centre records are stored securely on the Foundations Database. This is accessed by our Staff team with authorisation.
* Records relating to the provision of Family Support or Safeguarding information may be stored securely on Mosaic database which is managed by the Local Authority and shared with Children’s Social Care.
* We use email marketing software to support communications and parents name and e-mail address is stored securely with marketing services.

We hold children and family data for a reasonable period of time in accordance with statutory requirements. For example:

* Records associated with our waiting list are held until the child reaches school age.
* Records of children who attend our childcare provision will normally be retained for a minimum period of three years after they have left the setting.
* Safeguarding and welfare records will be retained until the child reaches 25 years or for Looked After Children 75 years.
* Children and Family Centre records will be held by the City of Wolverhampton council during the period of our relationship with you and for a set period afterwards up to age 25 years (where your child is disabled).
* Complaint records will be held for three years from the date of the last record.

**Who/ which organisations data is share with and why**

We do not share information about children and families with anyone without consent unless the Law and our Policies allow us to do so.

We routinely share your information with:

* The City of Wolverhampton council (COWC) to access funding and report on performance.
* The Governments eligibility checker to provide funded childcare
* The Department of Education. To find out more about the data collection requirements placed on us by the Department for Education go to <https://www.gov.uk/education/data-collection-and-census-for-schools>
* Ofsted during an inspection or following a complaint about our service
* Banking Services to process chip and pin and direct debit payments
* Schools and other settings that children attend after leaving us to support their transition
* In order to provide Children and Family Centre services we share data with our partners COWC, local NHS Foundation Trust and HENRY (Health, Exercise and Nutrition for the Really Young)
* Our insurance underwriter in order to access cover and in the event of a claim
* Our setting IT and software management provider

We will also share your data if:

* We are legally required to do so, for example by law, by a court or by the Charity Commission
* To enforce or apply the terms and conditions of your contract with us
* To protect your child and other children for example by sharing information with social care or the Police
* It is necessary to protect our rights, property or safety
* We transfer the management of the setting; in which case we may disclose your personal data to the prospective buyer so they may continue the service in the same way
* We will never share your data with any organisation to use for their own purposes

**The National Pupil Database (NPD)**

We are required by law, to provide information about our children to the DfE as part of statutory data collections such as the school census and early years’ census. ~Some of this information is then stored in the NPD. The law that allows this is the Education (Information about Individual Pupils) (England) Regulations 2013.To find out more about the NPD, go to <https://www.gov.uk/government/publications/national-pupil-database-user-guide-and-supporting-information>.

The DfE may share information about our pupils from the NPD with third parties who promote the education or well-being of children in England by:

* Conducting research or analysis
* Producing statistics
* Providing information, advice or guidance

To be granted access to pupil information, organisations must comply with strict terms and conditions covering the confidentiality and handling of the data, security arrangements and retention and use of the data.

Individuals rights over their data (including right of access)

Under GDPR, individuals have the right to request access to information about them that we hold. To make a request for your personal information or be given access to your child’s educational record.

You also have the right to:

* request access, amend or correct your/ your child’s personal data
* request that we delete or stop processing your/ your child’s personal data, for example where the data is no longer necessary for the purposes of processing
* request that we transfer your/ your child’s personal data to another person

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance.

**COVID 19 – Record Keeping**

During the COVID-19 outbreak there may be the need to keep additional records as part of outbreak management.

A central record of all confirmed cases of COVID-19 that affect any member of staff or service user is held. This record does not contain personal details about the individual (unless for a member of staff). Records are kept of individual cases of children/families who are self-isolating due to symptoms. In all cases the principles of data protection are maintained.

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| Policy Name | Data Protection Policy and Privacy Statement |
| This policy was developed by | Reach and Unite Outreach and Empowerment |
| These people were consulted/ involved in developing the policy | Administration and Director |
| Date | January 2021 |
| Signed | *Lydia Williams* |
| Name | Lydia Williams |
| Role | Administrator |
| Next Review Date | Jan 2022 |