



## **Privacy Policy**

### **Purpose of This Policy**

This Privacy Policy explains how Hopanda Childcare collects, uses, stores, and protects personal data in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### **What Information We Collect**

We may collect and store the following personal data:

From Parents/Guardians:

- Name, address, telephone, and email
- Emergency contacts
- Parental responsibility and legal documents
- National Insurance numbers (for funded hours)
- Childcare eligibility codes
- Payment and billing details

From Children:

- Full name and date of birth
- Medical history, allergies, and GP details
- Developmental records and EYFS observations
- Attendance records
- Safeguarding or SEN information (where applicable)

## **How We Use This Information**

We use your data to:

- Deliver childcare services in accordance with our contract
- Apply for and administer government-funded hours
- Keep your child safe, healthy, and supported
- Comply with our legal obligations (e.g. Ofsted, HMRC)
- Contact you in case of emergencies or key updates

## **Lawful Basis for Processing**

We process personal data under the following lawful bases:

- Contract – to provide childcare services
- Legal obligation – for safeguarding, EYFS tracking, Ofsted requirements
- Consent – for photographs or optional data (e.g. promotional material)
- Vital interest – in case of medical emergencies

## **How Data Is Stored and Shared**

Records are stored securely in password-protected systems and/or locked cabinets.

Data may be shared with:

- Ofsted inspectors
- Bristol City Council (for funded hours)
- Healthcare providers (in an emergency)
- Safeguarding agencies (if required)

We will never sell or share data for marketing purposes.

## **How Long We Keep Your Data**

We retain data according to legal and regulatory requirements:

- Child development and attendance records (until child turns 21 (or 24 for safeguarding cases))
- Accident and incident reports (3–21 years depending on severity)
- Financial records (6 years (for HMRC))
- Contact and registration info (3 years after leaving)

## **Your Rights**

You have the right to:

- Access your personal data
- Request corrections
- Request erasure (where legally permitted)
- Object to or restrict processing
- File a complaint with the Information Commissioner's Office (ICO)

To exercise your rights, contact us via: [enquiries@hopandachildcare.co.uk](mailto:enquiries@hopandachildcare.co.uk)

## **Photographs and Consent**

We may ask for separate consent to use photographs for:

- Learning journals and EYFS evidence
- Internal displays
- Secure parent communication apps (if used)

You may withdraw consent at any time.

## Contact & Complaints

If you have questions about this policy or how your data is handled:

Hopanda Childcare LLP

Email: [enquiries@hopandachildcare.co.uk](mailto:enquiries@hopandachildcare.co.uk)

Phone: 07415 904998

Or contact the Information Commissioner's Office (ICO):

[www.ico.org.uk](http://www.ico.org.uk)

Providers Signatures

FRANCESS PARTRIDGE:

PATRICIA SONGU:

Date: 28<sup>th</sup> June 2025

Review Date: 28<sup>th</sup> June 2026

Data Controller: Hopanda Childcare LLP

Contact: [enquiries@hopandachildcare.co.uk](mailto:enquiries@hopandachildcare.co.uk) | 07415 904998