55. PRIVACY NOTICE

Introduction

At ASK, we are committed to ensuring that any personal data we hold about you and your child is protected in accordance with data protection laws and is used in line with your expectations.

This privacy notice explains what personal data we collect, why we collect it, how we use it and how we protect it.

The person who controls our data is **MARK STEWART**. Our data is processed by our members of staff.

What personal data do we collect?

We collect personal data about you and your child to provide care and learning that is tailored to meet your child's individual needs at ASK. We also collect information in order to verify your eligibility for free childcare as applicable.

Personal details that we collect about your child include:

- your child's name, date of birth, address, health and medical needs, development needs, and any special educational needs, if applicable.

Where applicable we will obtain child protection plans from social care and health care plans from health professionals.

We will also ask for information about who has parental responsibility for your child and any court orders pertaining to your child.

Personal details that we collect about you include:

- your name, home and work address, phone numbers, emergency contact details, family details and email addresses.

This information will be collected from you directly in the ASK Registration Form.

If you apply for up to 30 hours free childcare, we will also collect:

- your national insurance number and your date of birth. If you're self-employed, we may also require your unique taxpayer reference (UTR). We may also collect information regarding benefits and family credits if you are in receipt of these.

Why we collect this information and the legal basis for handling your data

We use personal data about you and your child in order to provide childcare services at ASK and fulfil the contractual arrangement you have entered into. This includes using your data to:

- contact you in case of an emergency;

- support your child's well-being and development;
- manage any special educational, health or medical needs of your child whilst at ASK;
- carry out regular assessment at ASK of your child's progress and to identify any areas of concern;
- maintain contact with you, such as by phone or email, about your child's progress at ASK and respond to any questions you may have;
- process your claim for up to 30 hours free childcare (only where applicable);
- keep you updated with information about our service either by phone, personal email, or group email; and
- send you invoices for the fees at the beginning of each half of term.

With your consent, we will also record your child's activities at ASK for their individual learning record. This may include photographs and videos. With your consent, we may also take photographs or videos at ASK to use for our websites or social media pages in which case **the children will never be identified by name**. You will have the opportunity to withdraw, at any time, your consent for images taken by confirming so in writing.

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 at ASK to transfer records and certain information about your child either to their new setting or to the primary school that your child will be attending when they leave ASK – see the Transfer of Records policy on our website www.askkc.uk.

Who we share your data with

In order for us to deliver childcare services, we will also share your data as required with the following categories of recipients:

- Ofsted – during an inspection or following a complaint about our service;
- banking services to process chip and pin and/or direct debit payments (as applicable);
- the Local Authority where you claim up to 30 hours free childcare (as applicable);
- the government's eligibility checker to confirm eligibility for up to 30 hours free childcare (as applicable);
- our insurance underwriter (if applicable);
- our accounting software provider (FreeAgent);
- our cloud-based storage service (Apple iCloud & Microsoft OneDrive);

- our online Learning Journal software provider (Tapestry); and
- the primary school that your child will be attending after leaving ASK.

We will also share your data:

- if we are legally required to do so, for example, by law or by a court;
- 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;
- if it is necessary to protect our rights, property or safety; and
- if we transfer the management of ASK, in which case we may disclose your personal data to the prospective buyer so that they may continue the service in the same way.

We will never share your data with any other organisation to use for their own purposes.

How do we protect your data?

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

- documents containing personal data are kept either in the locked filing cabinet in our office or, if we need to refer to them during the opening hours of ASK, in the locked kitchen that is only accessible to staff and then locked in our document box which is put away in a locked cupboard during the hours that ASK is not open;
- nobody, other than our members of staff, has access to the key for the filing cabinet, the key for the document box or the key for any of the ASK storage cupboards;
- the ASK mobile phone containing contact telephone numbers, email addresses, emails, text messages and, from time to time, photographs is protected from unauthorised use by a passcode which is only known to members of staff;
- all records that are stored electronically either on our computers or in our cloud-based software are password protected and these passwords are never made known to anyone who is not a member of staff at ASK;
- all passwords are changed from time to time and are unique to each computer and to each cloud-based software provider;
- whenever we send out group emails, we will use the Blind Carbon Copy (BCC) field to enter email addresses to ensure that they are concealed from all other recipients; and

- any cloud-based software providers that we use have rigorous security procedures in place including the use of encryption such as the Secure Sockets Layer (SSL) protocol for the protection of any personal data that we require for our management software and our accounting software.

How long do we retain your data?

We retain your child's personal data for up to 3 years after your child no longer attends ASK, or until our next Ofsted inspection after your child leaves ASK. Medication records and accident records are kept for longer according to legal requirements. Learning and development records are maintained by us and given to you when your child leaves. All phone numbers and email addresses that are stored in our mobile phone or our Contacts application are deleted as soon as your child leaves ASK.

In some instances (child protection, or other support service referrals) we are obliged to keep your data for longer if it is necessary to comply with legal requirements - see our Children's Records and Provider Records policies by following the links at the end of this document.

Your rights with respect to your data

You have the right to:

- request access, amend or correct your personal data or your child's personal data;
- request that we delete or stop processing your personal data or your child's personal data, for example where the data is no longer necessary for the purposes of processing; and
- request that we transfer your personal data, and your child's personal data to another person.

If you wish to exercise any of these rights at any time or if you have any questions, comments or concerns about this privacy notice, or how we handle your data please contact us. If you continue to have concerns about the way your data is handled and remain dissatisfied after raising your concern with us, you have the right to complain to the Information Commissioner's Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk or 0303 123 1113.

Changes to this notice

This notice is kept under regular review. We'll notify you of any changes, where appropriate.

Further Information

If you wish to know more about how or why ASK collects personal data or how ASK uses and protects personal data, you can speak to the person who controls the data for ASK or you can find out more by reading the Policies & Procedures on the ASK website, and in particular:

- Children's Records
- Provider Records
- Transfer of Records
- Confidentiality & Access to Records
- Information Sharing

This Privacy Notice was adopted by:	ASK Kindergarten & Clubs
On:	May 18, 2026
Date to be reviewed:	May 18, 2027
Signatory:	Mark Stewart
Role of Signatory:	Owner & Ofsted Registered Provider