

Ringway Nursery Privacy Notice



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From May 2018, the rules around data protection are changing. The 'General Data Protection Regulation (GDPR) will change how we can use your personal data and keep it safe, and will also strengthen your rights over your own data. You can find out more by searching GDPR 2018.

The point of this legislation is to make sure that the sensitive or private information about yourselves and your children stays safe.

Introduction

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.

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. 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, developmental needs, and any special educational needs.

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 and family details including family likes, dislikes and events you celebrate to ensure an inclusive environment for your child.



01670 813463

Email: - admin@guidepostringway.northumberland.sch.uk

Mrs Lisa Robson

Headteacher

Our offer for a childcare place for your child:

Expected start date of child's place: _____

Agreed hours (offered over 39 weeks per year, term time):

	Monday	Tuesday	Wednesday	Thursday	Friday
Agreed times of attendance					
Total daily hours					
Breakfast Club (Nursery children)					
After school club (Nursery children)					

First payment due: _____

Funding

Please see attached leaflets for more information.

Will the child receive free education and childcare funding or 2 year olds? Yes No

Will the child receive 15 hours (3 years +) free childcare? Yes No

Will the child receive 30 hours (3 years +) free childcare? Yes No

Details of any other funding provided by other third parties (e.g. employer childcare vouchers)

Terms and Conditions

1.0 Our obligation to you

1.1 We will inform you as soon as possible whether your application for a place has been successful. Children will be allocated a place based on our admissions policy. You must confirm within one week of receiving notification that you still wish to take up a place. If you do not, then the offer of a place may be withdrawn.

1.2 We will provide the agreed childcare facilities for your child at the agreed times (subject to any days when we are close). If we change the opening hours, we will give you as much notice of our decision and, if necessary, will work with you to agree a change to your child's hours of attendance.



- 1.3 We will adhere to the principles of the General Data Protection Regulations (2018) when collecting and processing information about you and your child. We explain how your data is processed, collected and kept up to date in our Privacy notice which is given to you at the point of registration.
- 1.4 We will try to accommodate any requests you make for additional sessions and/or extended hours of childcare.
- 1.5 We will notify you as soon as possible of any days we will be closed.
- 1.6 We will treat your child with the utmost respect and dignity. We will never use or threaten any type of punishment that could adversely affect a child's wellbeing.
- 1.7 We will provide you with regular verbal updates as to your child's progress and we will agree times to discuss with you the progress of your child or any other aspects of our childcare services as and when required.
- 1.8 'We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration in regards to the childcare services we provide for your child.
- 1.9 We will be available to discuss or explain our policies and procedures, and/or relevant changes, at a mutually agreed time.
- 1.10 We will try to make a place available to any of your other children, however, we cannot guarantee that a place will be available.

2.0 **Your obligation to us**

- 2.1 You will need to complete and return our Application to Join and Registration Form to us before your child can start with us.
- 2.2 You must notify us immediately of any changes in the information you have provided to us and keep us informed of any other necessary information that may affect the childcare that we provide for your child.
- 2.3 The Registration Form includes medicine consent and emergency treatment authorisations which you will need to complete prior to your child attending.
- 2.4 You will read and abide by our policies and procedures.
- 2.5 You will make yourself available, as and when required, to discuss the progress of your child or any factor relating to their childcare place with us at mutually agreed times.
- 2.6 You must immediately inform us if your child is suffering from any contagious disease, or if your child has been diagnosed by a medical practitioner with a notifiable disease. For the benefit of other children attending, you must not



allow your child to attend whilst they are contagious and pose a risk to other children during normal daily activities.

- 2.7 You must keep us informed of the identity of the persons who are responsible for collecting your child at drop off times. If the person who is due to collect your child is not usually responsible for collecting them, we will require them to give us proof of your child's password (agreed on the registration form). If we are not reasonably satisfied that the person collecting your child is who we were expecting, we will not release your child into their care until we have checked this with you.
- 2.8 You must inform us immediately if you are not able to collect your child by the official collection time. You must make arrangements for another authorised person to collect your child as soon as possible.
- 2.9 You will inform us as far in advance of any dates on which your child will not be attending, however, sessions must be paid for regardless of attendance.
- 2.10 You will provide us with at least one month's notice of your intention to decrease the number of hours your child attends or to withdraw your child (and end this agreement). If insufficient notice is given you will be responsible for the full fees for your child for one month from the date of notice. If you are ending this agreement, notice must be given by completing our Notification of Leaving Date for which is available on request.
- 2.11 You must inform us if your child is the subject of a court order and provide us with a copy of such order on request.

3.0 Payment of Fees

- 3.1 Our fees are based on a daily fee that shall be notified to you in advance of your child starting. We may review these fees at any time but shall inform you of the revised amount at least one month before it takes effect. If you do not wish to pay the revised fee, you may end this agreement by giving us one month's notice, by completing our Notification of Leaving Date form which can be obtained from our setting.
- 3.2 Fees must be paid on a weekly basis. These will be raised via ParentPay each Monday to be paid by the Thursday of each week. We calculate the amount payable by you each week by multiplying the daily fee by the number of sessions agreed.
- 3.3 All payments made under the agreement should be by ParentPay. All payments shall be made by you weekly.
- 3.4 If the payment of fees referred to in 3.3 is outstanding for the previous week then we may refuse sessions for the following week.



- 3.5 If you have requested additional sessions or have been unable to collect your child by the official collection time and we have as a result provided you with additional childcare facilities, we will raise the applicable charges.
- 3.6 Where the place is unfulfilled due to illness or holiday for your child, we will require these sessions to be paid for. We are closed on bank holidays and training days each year to support our continuing professional development for the benefit of children and families. We accept no liability for other costs which you incur if we are unable to provide childcare for any reason.
- 3.7 In the event of late collection of your child, we reserve the right to charge for additional childcare facilities.

4.0 Suspension of a child

- 4.1 We may suspend the provision of childcare to your child at any time if you have failed to pay any fees due.
- 4.2 If the period of suspension for non-payment of fees exceeds one month, either of us may terminate this agreement by giving written notice, which will take effect on the receipt of the notice.
- 4.3 We do not support the exclusion of any child on the grounds of behaviour. However, if your child's behaviour is deemed by us to endanger the safety and well-being of your child and/or other children and adults, it may be necessary to suspend the provision of childcare whilst we try to address these issues with you and external agencies as appropriate.
- 4.4 During any period of suspension for behaviour related issues we will work with the local authority and where appropriate other welfare agencies to identify appropriate provision or services for our child.
- 4.5 If your child is suspended part way through the week, under the conditions stated in clause 4.3 we shall give you credit for any fees which you have already paid for the remaining part of that week.

5.0 Termination of the Agreement

- 5.1 You may end this agreement at any time, giving us at least one month's notice by completing the Notification of Leaving Date form.
- 5.2 We may immediately end this agreement if:
- 5.2.1 You have failed to pay your fees;
- 5.2.2 You have breached any of your obligations under this agreement and you have not or cannot put right that breach within a reasonable period of time after we have drawn it to your attention



- 5.2.3 You behave unacceptably, as we do not tolerate any physical or verbal abuse or threats towards staff;
- 5.2.4 We take the decision to close. We will give you as much notice as possible in the event of such decision.
- 5.3 It may become apparent that the support we are able to offer your child is insufficient to meet his/her needs. In these circumstances we will work with you, the local authority and other welfare agencies as per our procedures to identify appropriate support, at which point we may end this agreement.
- 5.4 You may end this agreement if we have breached any of our obligations under this agreement and we have to or cannot put right that breach within a reasonable period after you have drawn it to our attention.

6.0 **General**

- 6.1 If we have to close or we take the decision to close due to events or circumstances beyond our control (e.g. extreme weather conditions) the daily fee will not be payable. We shall be under no obligation to provide additional childcare to you.
- 6.2 If you have any concerns about the services we provide, please discuss them with your child's class teacher. If these concerns are not resolved to our satisfaction, please contact the Head Teacher. Customer satisfaction is paramount and any concerns/complaints will be dealt with in line with our School Complaints Policy.
- 6.3 From time to time we will take photographs and video recordings of the children who attend. These photographs are used for on-going recording of the curriculum and for children's individual development records. They are stored on our computer whilst your child is with us. The photographs are used for display and for your child's records within the setting. If we wished to use any image of your child for training, publicity or marketing purposes, we would always seek your written consent for each image we intend to use, as indicated on our Registration and Consent Forms.
- 6.4 We reserve the right to refuse to admit your child if they have a temperature, sickness and diarrhoea or a contagious infection or disease on arrival to our setting or to ask you to collect your child if they become unwell whilst in our care.
- 6.5 Whilst food and drink is provided on the premises, we may not be able to cater for the individual needs of every child. As cross contamination cannot be ruled out, a risk assessment is conducted for children with known allergies. It is our usual practice to provide both a meat and vegetarian option for children who stay for lunch. Every effort is made to follow food preparation guidance



and to ensure that all staff involved in the preparation and serving of food are suitably trained.

- 6.6 Any personal information you supply to us will be collected, stored and used in accordance with the principles of the General Data Protection Regulation (2018). We will always seek your consent where we need to share information about your child with any other professional or agency. We are required by law to override your refusal to give consent only in specific circumstances where the child or someone in the family may be in danger if we do not share that information.

7.0 **This Agreement**

- 7.1 We reserve the right to vary the terms and conditions contained in this Agreement.
- 7.2 This agreement contains the full and complete understanding between the parties and supersedes all prior arrangements and understanding whether written or oral relating to the subject of this agreement except to the extent that we may vary terms from time to time.

Acceptance of our offer of a childcare place

Please sign below to indicate that you have read and understood the above terms and conditions and to confirm your acceptance of a childcare place with us for your child.

A copy of this completed and signed contract will be provided to each signatory.

Parent/ Carer name 1: _____

Signed: _____ Date: _____

Parent/ Carer name 2: _____

Signed: _____ Date: _____

Signed on behalf of Ringway Nursery:

Name: _____

Role: _____

Signed: _____ Date: _____





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Mrs Lisa Robson
Head teacher