



## Hullabaloo Day Nursery Customer Privacy Notice

Data protection law in the UK and EU changed on 25 May 2018. This notice sets out your rights as a customer of Hullabaloo under the new law.

The notice is designed to let our customers know what to expect when Hullabaloo collects, uses, retains and discloses your personal information. In this case personal information relates to information about you and/ or your child.

To ensure that we process your information lawfully this notice informs you

- Why we need your personal information
- How it will be used
- With whom it will be shared
- What rights you have in relation to the personal information we collect.

For the purposes of this Notice, Hullabaloo is the Data Controller (the organisation which decides what personal information is collected and how it is used). There may be situations where we process data on the instructions of another organisation known as the Data Processor, but in those circumstances our use of data would be governed by that organisation.

Hullabaloo recognises the importance of protecting personal and confidential information in all that we do, and takes care to meet our legal obligations. We have put in place all reasonable technical, security and procedural controls required to protect your personal information for the whole of its life, in whatever form we hold that information in. We will retain your information in accordance with our Retention & Disposal Schedule.

### How the law protects you

Your privacy is protected by the law, which states that we can use your personal information only if we have proper reason to do so. This includes sharing it with other organisations as necessary. The reasons we may process your personal information are:

- To fulfil a contract we have with you
- When it is our legal duty
- When it is in our legitimate interest; or
- When you consent to it

A legitimate interest is when we have a business or commercial reason to use your information, Below is a list of the ways we may use your personal information, and which of the reasons we rely on to do so.

What we use your personal information for	Our reasons for processing	Our legitimate interests
<ul style="list-style-type: none"> <li>✓ To provide childcare for your child</li> <li>✓ To communicate with you about your child or contract</li> </ul>	<ul style="list-style-type: none"> <li>✓ Fulfilling contracts</li> <li>✓ Our legal duty</li> <li>✓ Your consent</li> <li>✓ Our legitimate interests</li> </ul>	<ul style="list-style-type: none"> <li>✓ Keeping our records up to date</li> <li>✓ Seeking your consent when we need to contact you</li> <li>✓ Being efficient about how we fulfil our legal and contractual duties</li> </ul>
<ul style="list-style-type: none"> <li>✓ To administer payments relating to childcare</li> </ul>	<ul style="list-style-type: none"> <li>✓ Fulfilling contracts</li> <li>✓ Our legitimate interests</li> </ul>	<ul style="list-style-type: none"> <li>✓ Being efficient about how we fulfil our legal and contractual duties</li> </ul>
<ul style="list-style-type: none"> <li>✓ To detect, investigate, report and seek to prevent breach of contract</li> </ul>	<ul style="list-style-type: none"> <li>✓ Fulfilling contracts</li> <li>✓ Our legitimate interests</li> </ul>	<ul style="list-style-type: none"> <li>✓ Being efficient about how we fulfil our legal and contractual duties</li> </ul>
<ul style="list-style-type: none"> <li>✓ Safeguarding</li> </ul>	<ul style="list-style-type: none"> <li>✓ Our legal duty</li> </ul>	<ul style="list-style-type: none"> <li>✓ Keeping our records up to date</li> <li>✓ Being efficient about how we fulfil our legal and contractual duties</li> </ul>
<ul style="list-style-type: none"> <li>✓ To comply with regulations that apply to us</li> </ul>	<ul style="list-style-type: none"> <li>✓ Fulfilling contracts</li> <li>✓ Our legal duty</li> <li>✓ Our legitimate interests</li> </ul>	<ul style="list-style-type: none"> <li>✓ Being efficient about how we fulfil our legal and contractual duties</li> </ul>
<ul style="list-style-type: none"> <li>✓ To run our business in an efficient and proper way. This includes managing our financial position, business capability, planning , communications, governance and audit</li> </ul>	<ul style="list-style-type: none"> <li>✓ Our legal duty</li> <li>✓ Our legitimate interests</li> </ul>	<ul style="list-style-type: none"> <li>✓ Being efficient about how we fulfil our legal and contractual duties</li> <li>✓ Complying with regulations that apply to us</li> </ul>
<ul style="list-style-type: none"> <li>✓ To exercise our rights as set out in agreements or contracts</li> </ul>	<ul style="list-style-type: none"> <li>✓ Fulfilling contracts</li> </ul>	

## What types of personal information do we handle?

- Personal information (such as name, date of birth and address, photographs, social media posts)
- Characteristics (such as ethnicity, language, nationality)
- Attendance information (such as sessions attended, number of absences and absence reasons)
- Medical information (such as allergies, medical information, GP contact details, accident and incident information)
- Developmental & behavioural information such as assessment information or SEN information
- Referral information such as referrals to other statutory bodies
- Billing information such as outstanding payments; bills issued; amounts paid; frequency of payments; methods of payment (cash, bank transfer, voucher)
- Details of when you contact us and when we contact you – including in some cases notes of conversations, copies of letters and emails.
- Any consents you have given to us in relation to the processing of your information

## Who we share your personal information with

We may share your information with other bodies such as the Health & Social Care Trust, law enforcement agencies or Gateway for any of the following reasons:

- In line with our statutory requirements for registration
- Legal and regulatory compliance
- Complaints handling

In the usual course of our business we may use other third party organisations known as data processors under data protection law to support the essential delivery of our services. These organisations process your personal data on our behalf and may include our financial and legal advisors, mailing, email, SMS messaging and use of social media, among others.

We will never share or sell your information to external for their own marketing purposes. We will dispose of your personal data in line with our Retention & Disposal Schedule.

## Your rights

You have a number of rights with regard to data we hold on you – for further information see the Information Commissioner's website <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If at any point you believe the information we process on you is incorrect you can request to see this information and even have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer (below) who will investigate the matter.

Judith Winters  
Hullabaloo Day Nursery  
187 Jordanstown Road  
Newtownabbey  
BT37 0LU

T: 02890 854143

E: [hullabaloodaynursery@hotmail.co.uk](mailto:hullabaloodaynursery@hotmail.co.uk)

If you are not satisfied with our response, or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO)

