



Privacy Notice

At Rama Life we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively.

Our lawful basis for processing the personal information relating to you and your child is so that we can fulfill our contract with you. Our legal condition for processing any health-related information that you provide about your child is so that we can provide appropriate care for that child.

Any information that you provide is kept secure. The benefit of our online records system is that you do not have to enter your data every time your child attends our settings – you just need to check it. With this in mind, we consider data that is no longer required as a child who has not attended one of our settings for 12 months. This is then held for 3 years, in line with Ofsted requirements.

We will use the contact details you give us to contact you via phone, email, social media or post, so that we can send you information about your child, our Club and other relevant news, and so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices)
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected.

We will respond to all such requests within one month.

You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time*.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

We are registered with the ICO and our reference is: ZA770418

Our Data Protection Officer is: Jenn Hodge

- *We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

This policy was adopted by: Rama Life CIC	Date: 1st January 2022
To be reviewed: 31st December 2022	Signed: Jenn Hodge Managing Director