

Privacy Policy

Impact Provision Team Ltd acts as a **Data Controller** for the purposes of GDPR. To process your booking or enquiry, we need to collect personal details about you and all children included on your booking. We respect and protect your privacy at all times. This policy sets out how we collect, use, store, and protect personal data relating to parents, carers, and children.

By creating an account with us, you agree to us storing and processing this information as outlined below. You are responsible for ensuring you have the agreement of all persons included on your account or booking to provide their personal details to us.

What is our legal basis for processing data?

Our lawful bases for processing personal data are as follows:

- **Contract** – processing is necessary to deliver childcare services requested by parents and carers
- **Legal obligation** – processing is required to meet safeguarding, health and safety, and other statutory duties

When do we collect data?

We collect personal data when you:

- Register your details with us
- Create an account or make a booking
- Provide information prior to your child attending a session

Prior to attending activities, we may also collect more sensitive personal data relating to children on your booking, including medical conditions, allergies, and educational or additional needs. This information allows us to provide appropriate care and ensure children's safety and wellbeing.

During activities, you may be required to complete additional forms, or we may collect information if you contact us with a query, concern, or complaint.

We may also collect personal details such as name, address, email address, and telephone number through other direct interactions with us.

What data do we collect?

Account holder details may include:

- Name, address, date of birth
- Telephone numbers and email address
- Encrypted login password
- Records of interactions with us (for example, queries or complaints)
- Website usage information (see Cookies)
- Personal preferences where relevant to service delivery

Children's details may include:

- Name, address, date of birth
- Medical information, allergies, behavioural or educational needs
- School attended and registered GP
- Emergency contact details
- Attendance and booking records

The law requires us to take reasonable steps to ensure personal data is accurate and kept up to date. Parents and carers are reminded to review and update their details regularly when logging into their account.

Cookies

Our website uses cookies. Some cookies are essential to enable bookings and transactions. Others are non-essential and help us understand visitor behaviour, improve user experience, and enhance site performance.

Cookies do not contain personal information such as names, addresses, or dates of birth. You can manage cookie preferences through your browser settings. Please note that disabling cookies may affect the functionality of parts of our website.

We may also collect anonymised technical information including IP address, browser type, device type, page interaction data, traffic data, and location information. This information is statistical and does not identify individuals.

How do we use your data?

If you have a booking with us, we use personal data to:

- Deliver wraparound childcare services
 - Contact you regarding bookings, changes, or emergencies
 - Safeguard the welfare and wellbeing of children
 - Maintain attendance, accident, incident, and safeguarding records where necessary
 - Comply with legal and regulatory obligations
 - Process payments and manage billing
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Third parties and data sharing

We do not share personal data with other users of the site. Personal data will only be shared with third parties where necessary to deliver our services or meet legal requirements.

This may include:

- Secure payment processing providers
- Emergency services or safeguarding professionals
- Regulatory or legal authorities where required by law

Any data shared is transferred securely and only for legitimate purposes. Where data is transferred outside the UK, we ensure appropriate safeguards are in place.

How do we protect data?

Storage:

We take all reasonable steps to ensure personal data is stored securely and protected from unauthorised access. Information is held on secure systems with controlled access, and payment transactions are encrypted.

Security and passwords:

When you create an account, you are assigned login credentials to access your information. You are responsible for keeping these details confidential. Please do not share passwords with anyone.

While we take appropriate security measures, transmission of information over the internet cannot be guaranteed as completely secure. Any transmission is at your own risk. If you believe your account has been compromised, please notify us immediately.

How long do we keep data for?

We retain personal data only for as long as necessary to meet operational, safeguarding, and legal requirements. Typical retention periods include:

- **Child and parent records:** up to 6 years after the child leaves
 - **Attendance and booking records:** 6 years (financial record keeping)
 - **Accident and incident records:** until the child reaches 21
 - **Inactive accounts:** securely deleted once retention periods expire
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Your rights

You have the following rights under GDPR:

- Right of access
- Right to rectification
- Right to erasure (subject to legal requirements)
- Right to data portability
- Right to object to or restrict processing
- Rights relating to automated decision-making and profiling

Requests to exercise these rights should be made in writing using the contact details below. Subject access requests will be responded to within one month and provided free of charge unless permitted otherwise by law.

Please note that certain information may still be retained where required for safeguarding or legal purposes.

If you are unhappy with how your data has been handled, you may lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk/concerns or by calling 0303 123 1113.

Changes to this policy

We reserve the right to update this policy from time to time. Any changes will be published on our website.

Contact details

For questions, concerns, or data requests, please contact: **Impact Wrap Around Care**
impactwraparound@gmail.com