

Blackberry House

DAY NURSERY

The Caring Choice In Childcare

Blackberries Privacy Policy

Blackberry House Day Nursery fully committed to comply with the requirements of the Data Protection Act 1998 and will follow procedures that aim to ensure that all customers and employees are fully aware of and abide by their duties and responsibilities under the Act. Blackberries Childcare is committed to protecting the confidentiality, integrity and security of your personal information and we take this responsibility very seriously. This privacy policy covers Blackberries Childcare practices for collecting and processing information about its customers, prospective customers, employees, subcontractors/suppliers, students/apprentices, website visitors and job applicants.

Who controls personal information collected by Blackberries Childcare?

The data controller for information collected about you for Blackberry House Day Nurseries branded services is Blackberries Childcare Limited Company No. 5622537 (Wisbech Nursery) Blackberries Childcare (Peterborough) Limited Registered Company No. 8304023 (Peterborough Nursery) and Blackberries Childcare (March) Limited Registered Company No. 9625724 (March Nursery)

All companies have a Registered Office at Blackberry House, 255 Norwich Road, Wisbech PE13 3UT Cambridgeshire UK.

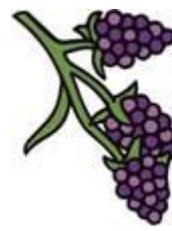
Why does Blackberries Childcare collect personal information?

We limit the collection of personal information to what is necessary to provide you with high quality childcare services, to support your specific needs and requests, and to meet our business needs in connection with the services. Below we have highlighted the reasons for the collection of your personal information:

- To respond adequately to your requests for services or information
- To provide services to individuals, families and employers that includes child care and other dependent care, education (general, higher and accredited education), wellbeing, work/life, and consulting
- To provide a safe, healthy, and successful environment for those to whom we provide services
- To provide resource material/information regarding our services and areas of interest to our customers, such as parenting, child care, adult care, education, wellbeing, and work/life balance, among other things
- To aid in the administration of our services to our customers
- To administer first aid, emergency and other medical care, when necessary
- To comply with laws, and government regulations/standards
- To support our business purposes and functions related to the services, such as education training, curriculum, communication, administration, and record-keeping
- To facilitate and process payments for the services

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- To fulfil tax, reporting, and other financial requirements and obligations
- To administer employee payroll, benefits, tax/regulatory compliance and other record keeping and administration requirements
- To consider applications for employment and accredited education

How do you consent to Blackberries Childcare use of your personal information?

By providing your personal information, you are consenting to its collection, use and disclosure by Blackberries Childcare for the purpose outlined in this privacy policy. In light of the nature of our services, as well as applicable laws and regulatory requirements, if you choose to withhold some types of personal information or opt out of providing it, we may not be able to provide the services requested.

What personally identifiable information does Blackberries Childcare collect?

The type of business relationship you have with Blackberries Childcare will determine the specific information we will need to collect from you.

- Information necessary to perform the service that you provide voluntarily when registering (whether by telephone, online or in person) or during the course of services. Depending on the type of service engaged, the information requested may include your personalised National Insurance Number; payment and contact details; a dependent's name, date of birth, gender, allergies, food restrictions, special needs, health information, and emergency contact details for doctors and alternative carers; or school transcripts, applications, registration and enrolment information.
- Utilisation information, such as dates of service, type of service, user of service and reasons for service.
- Records created during providing service to you or your dependents such as progress development notes on the activities, behaviours, illnesses, medication, food, etc. photographs; and other documentation records.

If you are prospective customer, we will collect:

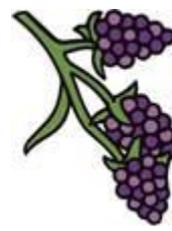
- Contact information that you provide voluntarily when requesting publications or other information via telephone, online or in person. Contact information may include your name, telephone/mobile number, and email/ mailing address.

If you are an employee, apprentice/student or applicant, we will collect:

- Typical information that you provide voluntarily via telephone, online or in person including your name, mailing/email addresses, telephone/mobile number, employment history with job descriptions, education, references, affiliations and other relevant information for payroll, benefits and administration.

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Where does Blackberries Childcare store personally identifiable information?

- **Electronic Information:** Although some information may remain on electronic storage data systems in the country where originally provided in compliance with all laws of the originating country, including the European Union's Data Protection Directive.
- Personal data held on computers and computer systems is protected by the use of secure passwords, which where possible have forced changes periodically
- Individual passwords should be such that they are not easily compromised
- **Hardcopy Information:** The hardcopy of personal information we collect will remain in the country where you receive the services or provided the information and will be stored
- All Senior Managers and Staff of Blackberry House Day Nursery will take steps to ensure that personal data is kept secure at all times against unauthorised or unlawful loss or disclosure and in particular will ensure that:
- Paper files and other records or documents containing personal/sensitive data are kept in a secure environment

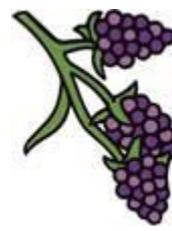
Who does Blackberries Childcare share personally identifiable information with?

Blackberries Childcare considers your personal information confidential and does not share it with others except as described in this privacy policy. There are limited circumstances that require Blackberries Childcare to disclose your personal information to others in order to deliver services or to meet Blackberries Childcare necessary business purposes. We may disclose your information, as necessary to the following:

- **To your Employer:** Blackberries Childcare services are often made available to you as a benefit through employer-sponsored programs. In order to meet our obligations to your employer, Blackberries Childcare will provide details of your use of the services to your employer, which may include your name, dates of use, reasons for use, and other available details. We will disclose only information relevant to the utilisation of the services.
- **To Subcontractors and Other Agents:** We sometimes employ or contract with other companies and individuals to perform functions on our behalf, such as providing recruiting services and supporting our systems. Depending upon the type of service they are providing, we may share sensitive data only as appropriate and necessary for the performance of the service. These parties are under contractual obligations to use your personal information only as needed to perform these functions and agree to handle such data in accordance with Blackberries Childcare information security and confidentiality standards, and this privacy policy.

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- For Business Transfers: As we continue to develop our business, we might sell or buy assets. If any Blackberries Childcare business unit is sold or substantially all of Blackberries Childcare is acquired, personal information relevant to the operation sold could be transferred as part of the transaction.
- To Meet Legal Requirements: We may share personally identifiable information with law enforcement or other government entities as required by law/regulations or as we reasonably determine to be necessary to protect our rights or the rights of others, to prevent harm to persons or property, to fight fraud, or to enforce our web site terms of use.

How can individuals access or update their personally identifiable information?

Blackberries Childcare is committed to collecting personal information that is accurate, complete, current and reliable for its intended use. If you would like to access or update your personal information, or obtain copies of the information, the following steps can be taken by you:

For informal requests:

- If you receive services from us, you may contact the program or location that stores or processes your information (such as the Nursery where your child is enrolled). Blackberries Childcare may require you to make your request in writing to verify your identity.
- Alternatively, you may contact us as provided below.

For subject access request under a Data Protection Act in the United Kingdom:

You will need to complete the Blackberries Childcare Data Subject Request Form and send it (and the required payment) to the attention of the Legal Department, Blackberries Childcare, Blackberry House, 255 Norwich Road, Wisbech PE13 3UT Cambridgeshire UK.

The Data Protection Act gives the Nursery Manager the right to refuse a request for a copy of the data particularly where such access could prejudice the prevention or detection of crime or the apprehension or prosecution of offenders. If it is decided that a data subject access request is not to be complied with, the reasons will be fully documented and the data subject informed, whenever possible in writing, stating the reasons.

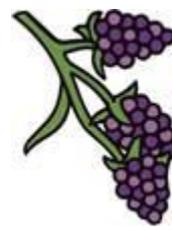
How can individuals contact Blackberries Childcare?

If you have any questions, comments, or concerns about this privacy policy or how we are handling your personal information, please contact us as follows:

- Blackberry House, 255 Norwich Road, Wisbech PE13 3UT Cambridgeshire UK.
- Telephone: 01945 589867
- Email: info@blackberrieskids.com

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Will this Privacy Policy change?

This privacy policy is subject to change and we will post revisions on our website. Please check back periodically, especially before you provide any personal information. This privacy policy was last updated in April 2018.

How does Blackberries Childcare protect your personal information?

Blackberries Childcare utilises appropriate technical, administrative and physical safeguards to protect against loss, unauthorised access, destruction, misuse, modification and improper disclosure of the personal information we collect in both physical and electronic format. We provide information security awareness training to our staff and conduct periodic Quality Assurance Audits at all of our Nursery Provisions. However, no computer system or information can ever be fully protected against every possible hazard. As a result, Blackberries Childcare cannot guarantee the security and privacy of the information you provide to us.

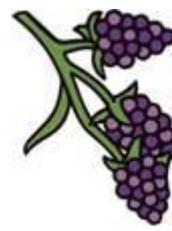
What are the terms for you to use Blackberries Childcare websites?

Blackberries Childcare websites are intended for use by adults. Blackberries Childcare does not solicit or knowingly collect any information from visitors under 18 years of age. Please do not use any of our websites if you are not yet 18 years old or of the age of majority where you reside. Blackberries Childcare website may contain links or references to other websites. Please be aware that we do not control other websites and that this privacy policy does not apply to those websites. We encourage you to read the privacy policy of every website you visit. Your use of any Blackberries Childcare website is subject to our Terms of Use. Terms of Use How does Blackberries Childcare collect information on its websites? There are two ways Blackberries Childcare may collect information: actively (when you voluntarily enter your personal information as described in this policy), or passively as described below.

- **Passive Information Collection:** As you navigate through a website, certain information can be passively collected (that is, gathered without your actively providing the information) using various technologies and means, such as Internet Protocol addresses, cookies, Internet tags, and navigational data collection.
- **Internet Protocol (IP) Addresses:** This site uses Internet Protocol (IP) addresses. An IP Address is a number assigned to your computer by your Internet service provider, so you can access the Internet and is generally considered to be non-personally identifiable information, because in most cases an IP address is dynamic (changing each time you connect to the Internet), rather than static (unique to a particular user's computer).
- **Cookies:** Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Most web browsers allow some control of cookies through browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org For information on the specific cookies used on our websites please visit the link below to view Cookies utilised for the relevant website you are visiting.

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This Policy is on conjunction with our:

Data Protection Policy

CCTV Policy

Safeguarding and Promoting Children's Welfare

Policy for Email, Internet and IT Equipment

Use of Mobile Phones Cameras/Skype and Videos

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