

# Customer Data Protection & Privacy Policy

## Introduction

The personal data we collect from you, about yourself and your child, is important to us.

From the moment you submit an enquiry on our website, we use your data to understand how we can help. If you decide to continue with our admissions process, join a waiting list or accept a place at N Family Club, we will use the data you provide to continue communicating with you and ensure the best experience for your family throughout your time at the nursery.

Below you can find an FAQ which summarises how we treat your data responsibly during this time. Our Customer Privacy Notice can be found on the following page, please read this to understand how we collect and use your data.

## Our contact details

Name: N Family Club

Address: 47-49 Charlotte Road, London, EC2A 3QT

Phone number: 020 3865 7402

Email: [dataprotection@nfamilyclub.com](mailto:dataprotection@nfamilyclub.com)

## FAQ's

### **What personal data do you need from me and how do you collect this?**

We require information about yourself and your child to run our admissions process, including your contact details. We use a Typeform to collect information from website and phone enquiries and this data is then transferred directly to our Customer Relationship Management System, Pipedrive.

We store your personal data on Pipedrive and on secure Google Drive files. If you accept a place at N Family Club, some of your personal data will be added to the N App ahead of your child's start date.

Once you have received a login to the N App, you will be prompted to provide any additional personal information relating to yourself or your child, which is required for your child to begin attending the nursery.

### **What do you use my personal data for?**

We use your personal data to understand your preferences for a nursery place, communicate with you to provide further information about our nurseries and place availability, to add you to a waiting list or send a place offer, and to ensure we hold the relevant information about your child whilst they attend nursery.

### **Do you share my personal data with anyone?**

We may share your data with other team members within N Family Club, such as members of the central admissions team and the management team at your nursery. We may also share this with Local Authorities and trusted third parties who provide their services to us, for example storing your personal data securely using Pipedrive, our Customer Relationship Management system.

### **Can I speak to a member of your team if I'd like more information?**

Absolutely - if you'd like to speak to someone about our Customer Data Protection & Privacy Policy, please feel free to contact us using the details provided in our Parent Privacy Notice below.

If you do have any questions, we'd recommend reading the Customer Data Protection & Privacy Policy fully beforehand, as this may answer any questions you have.

## **N Parent Privacy Notice**

### **Updated: 2nd September 2024**

This privacy notice applies to parents or carers at any stage of the admissions process for N Family Club, or anyone with parental responsibility for a child attending an N Family Club nursery.

We've tried to make the following notice as easy to read as possible, but if anything is unclear, please contact us at [dataprotection@nfamilyclub.com](mailto:dataprotection@nfamilyclub.com) and we'll be happy to clarify.

### **Contents of this notice**

As an organisation that relies on the use of personal data, N Family Club is responsible for collecting and using your (including your child's) data in a responsible and safe way, beginning with informing you of how we collect, use and protect personal data.

This notice sets out:

- The type of personal data we may collect;
- How and why we collect and use your personal data;
- Why we may share your personal data within N Family Club; and
- The rights and choices you have when it comes to your personal data.

### **The personal data we collect**

In this section we explain what personal data we may collect when you join N Family Club, as well as data that we may collect from other sources.

Personal data is any information that can be used to identify a living person. For more information on what constitutes personal information please click [here](#).

**Data we collect from you**

When you begin the admissions process, you provide us with personal data that allows us to contact you and provide information about our nurseries.

We may request further information about you and your child so that we are able to add you to a waiting list or send an offer for a nursery place.

The table below describes the personal data we will collect and process:

<p>When you submit an enquiry via the 'Get in Touch' button on our website or via a phone call:</p>	<ul style="list-style-type: none"> <li>● Your first and last name</li> <li>● Your email address</li> <li>● Your contact number</li> <li>● Your postcode</li> <li>● Your child's date of birth</li> <li>● You will be asked to confirm that you agree to receive email updates from N Family Club</li> </ul>
<p>When you book a call with an Admissions Associate to discuss a nursery place:</p>	<ul style="list-style-type: none"> <li>● Your child's full name</li> <li>● You will be asked to confirm if the information we currently hold for you is correct</li> <li>● You will be asked to confirm if your child requires special provision while attending nursery</li> </ul>
<p>When you join a nursery waiting list:</p>	<ul style="list-style-type: none"> <li>● Your child's full name</li> <li>● Parent's full names</li> <li>● Parent's contact numbers</li> <li>● You may be asked to confirm if the information we currently hold for you is correct</li> </ul>
<p>When you accept a place offer, including the N Parent Agreement and T&amp;Cs:</p>	<ul style="list-style-type: none"> <li>● Parent's full names</li> <li>● Parent's contact numbers</li> <li>● Address your child currently resides</li> <li>● Address to send a posted welcome pack</li> <li>● You may be asked to confirm if the information we currently hold for you is correct</li> </ul>
<p>When you join the N App:</p>	<ul style="list-style-type: none"> <li>● A profile picture for your child</li> <li>● Basic Information (Your child's name, gender, date of birth, nationality, the names of those with parental responsibility and the names of anyone your child lives with)</li> <li>● Sensitive Information (Your child's religion and ethnicity)</li> <li>● Contact Information (For any contacts added to the app, you will be asked to provide full name, address, occupation and place of work, email, contact numbers)</li> </ul>

	<p>and a profile picture. Please note, some of this information is optional)</p> <ul style="list-style-type: none"> <li>• Financial information required to set up a direct debit for invoice payments</li> </ul>
On your child's first day at nursery:	<ul style="list-style-type: none"> <li>• You will be asked to provide your child's original birth certificate (a scan will be taken of this and uploaded to your child's N App profile) and photographic identification for parents/carers. This is part of our safeguarding procedures and additionally ensures we have the correct information linked to parental responsibility and age ahead of applying for government funding.</li> </ul>
<p>We may contact you at any time, either over the phone or email, for additional information. We will only ever ask for the above information for the purposes of sending a waiting list application form, place offer, or ensuring your child is able to start at the nursery.</p>	

If you consent to us doing so, we may use the information supplied to us to contact you about future place availability at N Family Club, which we think you may be interested in.

You can exercise your right to erasure at any time, which is explained in the 'Your Rights' section below. If a request of this nature is made we will then delete all personal information we hold about you or your child in accordance with our data retention policy.

**Personal data collected from other sources**

We may also collect personal data from the following other sources:

- Enquiries from DayNurseries.co.uk

**How and why we use your personal data, and who we share it with**

In this section we explain how and why we use your personal data, and provide information about the organisations we may share it with.

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- So that we can communicate with you during the admissions process and during your child's time at N Family Club
- So that we can share information about our nurseries and place availability, allowing you to make informed decisions about your child's care
- So that we can register you to a nursery waiting list
- So that we can confirm your child's place at a nursery
- So that we can set up a secure login to the N App
- So that we can meet your child's needs during their time at nursery

- So that we can set up a direct debit for payment of your nursery fees

Our uses of personal data are described in more detail in the table below.

<b>We use personal data to...</b>	<b>For example...</b>
Understand how we can help you during the admissions process and during your child’s time at N Family Club	We will look at the information provided in your initial enquiry to understand your preferences and how we can help with these. The personal data we gather relating to you and your child throughout the admissions process enables us to share more personalised communications, application forms and place offers. The personal data we gather from you when you sign up to the N App will be used by our team members to ensure your child’s needs are fully met
Communicate with you about the admissions process, future place availability, and your child’s care whilst attending an N Family Club nursery	We will use your email address and phone number to contact you to obtain more information or arrange a phone call, nursery visit, waiting list or place offer
Document our admissions process	We carefully document the admissions process so we are prepared for the rare cases where we need to exercise or defend our legal rights in connection to our admissions process

In order to use your personal data in the ways described above, we may share it within N Family Club and with trusted third parties who provide services to us. Here is some more information about the types of organisation and what we may share with them:

<b>N Family Club</b>	Some of the personal data that we collect may be transferred across N Family Club teams, for example our central admissions team may share this with the nursery team ahead of a nursery visit, once you have registered to our waiting list, or following an accepted place offer.
<b>Local Authorities</b>	As an approved FEEE provider, we will need to share information with the LA through the use of parental declaration forms and Early Years Provider Portal for submission of headcount.

<p><b>Our service providers</b></p>	<p>We work with trusted service providers that carry out certain functions on our behalf so we can provide our services to you. These organisations process data on our behalf. They only have access to the personal data that they absolutely need to provide the specific service to us, and in all cases we have contractual safeguards in place to ensure that they do not disclose or use it for any other purposes. In some cases, these organisations may need to process your personal data for their own specific purposes, for example to ensure they are compliant with regulations or laws governing their own sectors. Our service providers fall within the following categories (and process your data in the following location(s)):</p> <ul style="list-style-type: none"> <li>• Cloud data storage (EEA, UK)</li> </ul>
<p><b>Other organisations</b></p>	<p>These circumstances are unusual, but we may share personal data with other organisations if:</p> <ul style="list-style-type: none"> <li>• we have to share your information to comply with legal or regulatory requirements (or we reasonably believe that we need to disclose your information for such purposes);</li> <li>• we need to share personal data in order to establish, exercise or defend our legal rights, including with our legal and other professional advisors;</li> <li>• we restructure our business or if we buy or sell any business or assets we may share your data with the prospective buyer or seller;</li> <li>• all or substantially all of our company assets are acquired by another party, your data will be one of the transferred assets</li> </ul>

When you submit an enquiry, we will store your information on our Customer Relationship Management Tool, Pipedrive and we will use your personal data in accordance with the above. In the event you would like to remove your data from our systems and not be contacted in the future regarding our Admissions, please let us know by contacting [dataprotection@nfamilyclub.com](mailto:dataprotection@nfamilyclub.com).

If you fail to provide necessary information when requested, we may not be able to provide you with a waiting list application or confirmed nursery place.

**Legal grounds for processing your personal data**

N Family Club is committed to the lawful, fair and transparent use of personal data.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting [dataprotection@nfamilyclub.com](mailto:dataprotection@nfamilyclub.com).

- We have a legitimate interest, namely that our business relies on the ability to use your personal data to provide childcare services to your family.
- In addition, our processing of personal data can be necessary in order to exercise or defend our legal rights or in order to comply with our legal obligations.

If you have any questions about the grounds under which we process your personal data, or would like to find out more about the approach we take to determine that these grounds apply, please contact our Data Protection Officer using the details in the ‘How to contact us’ section below.

**How we store and protect your personal data**

We understand the importance of protecting your personal data while we have this. This section describes the measures we take to ensure its security.

We do everything we can to protect your personal data from loss or misuse, and from unauthorised access, disclosure, alteration and destruction. This section describes some of the measures we take to ensure that your personal data is secure:

- We use data centres that have a high level of physical security measures to host and protect your data and our systems;
- We use encryption and/or passwords to secure your personal data whilst it is in transit;
- We allow access to attributable data (by which we mean data that directly identifies you) only to those N Family Club employees who need it to carry out their job responsibilities, for example our central admissions team to allow them to respond to you when you contact us;
- We make security the responsibility of all our employees and we train our team to identify security risks and protect your data.

Our website may from time to time contain links to and from other websites. If you follow a link to any of those websites, please note that those websites ought to have their own privacy notices and that we do not accept any responsibility or liability for those websites. Please check those privacy notices before you submit your information to those websites.

**Your rights**

This section explains the rights you have in relation to the personal data we hold about you, which are designed to give you more choice and control over your personal data.

Right	What does this mean?	Is it available to you?
The right to request access to personal data	You can request a copy of the data we hold about you and related information	Yes
The right to request rectification of personal data	You can ask us to correct any inaccurate data about you and to	Yes

	complete any incomplete data that we hold about you	
The right to request erasure of personal data	You can request that we delete the personal data we hold about you	Yes, in certain situations
The right to request a restriction on processing of personal data	You can request that we restrict our use of your data to storage only, that we stop using it for all other purposes or that we retain data that was due for deletion	Yes, in certain situations
The right to object to the processing of personal data	You can object to certain types of processing of your personal data in certain specific circumstances	Yes, in certain situations
The right of data portability	You have the right to receive a copy of your personal data in a structured and machine-readable format and, where possible, have this sent to another organisation	Yes, for any personal data that you have given consent for us to process
The right to withdraw consent	You always have the right to withdraw any consent that you have given, at any time	Yes, whenever you have given consent

**Automated decision-making**

We do not envisage that any decisions that will have a legal or other significant effect on you will be taken about you using purely automated means, however we will update this notice if this position changes and notify you of those changes.

**Exercising your rights**

You can exercise any of these rights by using the contact details below. Once you have submitted your request we may contact you to request further information to authenticate your identity (because we want to make sure it is actually you requesting your data) or to help us to respond to your request. Except in rare cases, we will respond to you within 1 month of receiving this information or, where no such information is required, after we have received full details of your request. As noted above, while some rights apply generally, some are only available in certain



circumstances, so if we feel that any right is not available to you we will let you know along with the reason for our decision.

**Email:** [dataprotection@nfamilyclub.com](mailto:dataprotection@nfamilyclub.com)

**Mail:** Data Protection Officer, 47-49 Charlotte Road, London, United Kingdom EC2A 3QT

### **Lodging a complaint with a regulator**

You have the right to lodge a complaint with a data protection regulator in Europe, in particular in a country you work or live, where your legal rights have been infringed or where your personal information has or is being used in a way that you believe does not comply with data. You can find the contact details of the appropriate regulator online, for example by searching for 'Data Regulator' and the country you live or work in. However, we encourage you to contact us before making any complaint and we will seek to resolve any issues or concerns you may have.

### **How to contact us**

If you have questions about this notice, or about how we collect, store and use personal data, you can contact our Data Protection Officer.

**Email:** [dataprotection@nfamilyclub.com](mailto:dataprotection@nfamilyclub.com)

**Mail:** Data Protection Officer, 47-49 Charlotte Road, London, United Kingdom EC2A 3QT