

The Peter Pan Centre Ltd - Privacy Notice

Our contact details

Name: The Peter Pan Centre for Children with Special Needs

Address: Hoon Avenue, Wolstanton, Newcastle under Lyme, Staffs ST5 9NY

Phone Number: 01782 715219

E-mail: info@thepeterpancentre.co.uk

Web: www.thepeterpancentre.co.uk

At the Peter Pan Centre, we are committed to protecting your personal information. We promise to respect all personal information that you share with us, or that we receive from other organisations, and keep it safe. We will be clear when we collect your personal information and we will not do anything you would not reasonably expect us to.

This privacy notice explains how and why we use your information, to ensure you remain informed and in control of your information.

The type of personal information we collect

We currently collect and process the following information:

- Name and title
- Contact address for personal and business use
- Email address for personal and business use
- Job title
- Demographic information such as postcode
- Other information relevant to the relationship held with the organisation
- Financial information such as Credit/Debit card details
- Your association with the organisation e.g. staff, volunteer, patient, carer, donor (not exhaustive)

If you apply for a paid job or volunteer role, we will request information regarding previous employment, education, criminal convictions and personal demographic data including ethnic origin.

For families, we also collect details about you and your child as follows (if applicable):

- Name
- Date of birth
- Gender
- Ethnicity
- Email address/home address/phone number
- Names of other people living in the household
- The name, address and phone number of two emergency contacts
- Health, medical, developmental and special educational needs
- The names, business address and business phone numbers of the professionals who support your child
- A copy of your child's birth certificate, name-change documentation
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Where applicable we will obtain child protection plans from social care and health care plans from health professionals. We will also ask for information about who has parental responsibility for your child and any court orders pertaining to your child.

How we get your personal information and why we have it

Personal information means any information that may be used to identify you, such as your name, title, telephone number, email address, or mailing address.

We will collect your information on either paper, electronic forms or via the web and subsequently record and store this information on electronic information systems whenever you interact with us. This may be when:-

- Supporting and/or donating towards funding our service
- Registering for an event/campaign
- Enquiring about our services and accessing our services
- Purchasing our products
- Applying for a volunteer role or job
- Working or volunteering for us
- Submitting a general enquiry
- Participating in a Gift Aid Scheme
- Making a complaint

Independent event organisers, such as the London Marathon, or fundraising sites like Just Giving or Virgin Money Giving, may pass your information to us. These independent third parties will only do so when you have indicated that you wish to support The Peter Pan Centre, and with your consent. You should check their Privacy Notice when you provide your information to understand fully how they will process your data.

We may process your personal information for our legitimate business needs. We collect your personal information because we need it to help us fulfil your requests, provide you with a service, keep in touch with you, and offer you communications that are relevant to you.

This includes things like:

- where processing enables us to enhance, modify, personalise or otherwise improve our services/communications for the benefit of our supporters
- to better understand how people interact with our website
- to provide postal communications which we think will be of interest to you
- to determine the effectiveness of promotional campaigns and advertising
- to provide any information or services you have requested
- to process financial transactions such as donations or processing gift aid with HMRC
- Keeping a record of any communications between us and you, for example emails and phone calls
- Keeping a record of other interactions too, such as requests for leaflets or attending an event
- Managing and improving how we communicate with you – how you prefer to be contacted, and what information you want to receive. We might contact you about our campaigns, events, appeals, volunteering, news, information and advice, as well as other ways you can support The Peter Pan Centre
- Responding to complaints or queries and look into any legal claims.

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If you are one of our families;

We use personal data about you and your child in order to provide our services and fulfil the contractual arrangement you have entered into. This including using your data to;

- Contact you in case of an emergency
- To support your child's wellbeing and development
- To manage any specialist education, health or medical needs of your child while at the Peter Pan Centre
- To carry out regular assessment of your child's progress and identify any areas of concern
- To maintain contact with you about your child's progress and respond to any questions you may have
- To process your claim for free childcare (where applicable)
- To keep you up to date with information about The Peter Pan Centre
- With your consent, collected when your child joins the Centre and reviewed annually therein, we may record your child's activities for their learning journal by way of photographs and videos. You can withdraw your consent at any time for images by confirming this in writing
- With your consent, collected when your child joins the Centre and reviewed annually therein, we may use images of your child (including photographs or video) on internal display boards or externally, on our website, social media channels or marketing collateral such as event banners or fundraising leaflets (list not exhaustive). You can withdraw your consent at any time by confirming this in writing. Once media is uploaded to the web or is in the public domain, it cannot be retracted.

We have a legal obligation to process safeguarding related data about your child should we have concerns about their welfare, this include sharing such concerns with relevant agencies. We also have a legal obligation to transfer records and certain information about your children to the school that your child will be attending.

Under the General Data Protection Regulation (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 Catherine Cook at info@thepeterpancentre.co.uk**
- (b) **We have a contractual obligation.**
- (c) **We have a legal obligation.**
- (d) **We have a vital interest.**
- (e) **We need it to perform a public task.**
- (f) **We have a legitimate interest.**

Legitimate interest means the interest of The Peter Pan Centre, in the way we carry out our work to enable us to give you the best service/products and the best and most secure experience.

For example, we have an interest in making sure that any marketing we send to you is relevant, so we may process your information to send you marketing that is of interest to you.

We regularly review consents to check that the relationship, the processing and the purposes have not changed. We have processes in place to refresh consent at appropriate intervals, including any parental consents. We act on withdrawals of consent as soon as we can.

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When we process your personal information for our legitimate interests, we make sure to consider and balance any potential impact on you and your rights under data protection laws. We will always ensure that your personal data will not be used where our interests are overridden by the impact on you, unless we have your consent or are required by law.

Updating your preferences or unsubscribing

You are in control of how we contact you, for example by post or email. And you can control this by contacting us.

If you want to stop receiving emails, click the 'unsubscribe' link at the bottom of any of our emails. We would rather you didn't miss out, but we respect that this is your decision. To make other changes to the type of communications you get from us and how often you get it, please contact our Fundraising and Communications team on fundraising@thepeterpancentre.co.uk

How we store your personal information

Your information is securely stored either:

- In paper format, securely stored in locked cabinets with access restricted to only those staff who need to access it
- Electronic data and databases are stored in the cloud and on the mainframe computer, and we control who has access to them
- We use sector approved electronic databases to protect and store your personal information.
- Information collected to facilitate sales transactions using card readers is securely processed through our financial service provider, SAGE

We will only retain your information for the purpose it was collected, as stated at the point of collection. Your information will be kept for the period of time the purpose it was collected dictates and/or as long as we are legally bound to keep it – such as HMRC regulations.. How long personal information will be retained for depends on the type of information it is and what it is being used for.

Children's records:

We retain these for three years after the child has left our services, or until our next Ofsted inspection after your child leaves our setting, except records that relate to an accident or child protection matter, which are kept until a child reaches the age of 21 years or 24 years respectively. Medication records and accident records are kept for longer according to legal requirements. Your child's learning and development records are maintained by us and handed to you when your child leaves. In some instances (child protection, or other support service referrals) we are obliged to keep your data for longer if it is necessary to comply with legal requirements (see our Children's and Provider Records policies).

Staff and volunteer records:

We retain these for 6 years after employment ceases in line with statutory guidance. We retain recruitment documents for one year after the recruitment process in case of queries or concerns.

All other records (e.g. supporters, donors, suppliers):

We will hold your personal information on our systems for as long as is necessary and to ensure we are compliant with all legal and regulatory obligations. For example, we will hold gift aid information for a minimum of four years to enable us to make back-dated claims on donations. If you request that we stop

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sending you marketing materials we will keep a record of your contact details and appropriate information that helps us to comply with your request not to be contacted by us.

We will then dispose your information in accordance with the law by deleting electronic records and shredding paper copies either internally or through a third-party confidential shredding plant.

When we share your personal information

We will not sell or rent your personal information to third parties, and we will not share your personal information for others to use in their marketing activities. We may have a legal obligation to disclose your personal information if required to the police, regulatory bodies or legal advisors. We will only ever share your data in other circumstances if we have your explicit and informed consent.

If you are one of our families:

In order for us to deliver childcare services we will also share your data as required with the following categories of recipients:

- Ofsted – during an inspection or following a complaint about our service
- banking services to process chip and pin and/or direct debit payments
- the Local Authority
- the government's eligibility checker (as above)
- our insurance underwriter
- our setting software management provider
- the school that your child will be attending

We will also share your data if:

- we are legally required to do so, for example, by law, by a court or the Charity Commission
- to enforce or apply the terms and conditions of your contract with us
- to protect your child and other children; for example by sharing information with social care or the police
- it is necessary to protect our rights, property or safety
- we transfer the management of the setting, in which case we may disclose your personal data to the prospective buyer so they may continue the service in the same way.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

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Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at

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E-mail: info@thepeterpancentre.co.uk

If you wish to make a request.

This privacy notice was last updated in May 2021. We reserve the right to make changes to this Privacy Notice.

Each time you visit this site, you should check this Privacy Notice to check that no changes have been made to any sections that are important to you.

The latest version of our Privacy Notice will always be available on our website. If there are any major changes to our Privacy Notice, we will add a notice on our website.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Catherine Cook, Data Protection Officer

The Peter Pan Centre for Children with Special Needs
Address: Hoon Avenue, Wolstanton, Newcastle under Lyme, Staffs ST5 9NY
Phone Number: 01782 715219
E-mail: catherinec@thepeterpancentre.co.uk

Charity Number 1136915. Company Registration Number 7285867.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>