



Privacy Notice

At Simply Play we understand that we have a responsibility to protect and respect your privacy and look after your personal data.

This Privacy Notice explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely.

For clarity, Simply Play is both data controller and data processor for your personal data under certain circumstances.

We must advise that this policy is subject to change, so please check our website on a regular basis for any further changes.

Data Protection law will change on 25 May 2018

This Privacy Notice sets out your rights under the new laws.

Who are we?

Simply Play is a childcare charity, providing out of school and holiday childcare across West Lothian. Simply Play's registered office is 1-3 Henderson Place, Broxburn, EH52 6EY. Our Charity number is SC041420 and our Company number is SC372020. Our head office operates from Unit 1, Kirkhill Business Units, Park Court, Broxburn, EH52 6EE. Raymond Branton is our registered Data Protection Officer and Simply Play is registered with the Information Commissioner's Office Z2255304.

How the law protects you

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The reasons we process your personal data include, but are not limited to, your consent, performance of a contract, billing and to contact you regarding your child and to provide service updates.

How do we collect personal data from you?

We receive information about you and your child when you register with us for childcare, when you use our online booking system, talk to our staff about your child's needs or if you contact us by phone or email.

What type of data do we collect from you?

The personal data that we collect from you includes your name, address, email address, phone numbers, employer or educational establishment, adults authorised to collect your child and their contact details. We also collect your child's personal data, including their name, date of birth, address, school attended, photograph, relevant medical details and any additional information relevant to providing their care.

It is your responsibility to inform us of any changes to your information or circumstances. Your failure to do so will result in our holding incorrect information about you or your child and may affect our ability to carry out our obligations to you or your child.

Payment information and details of your visits to our booking site are also collected. We also retain records of your queries and correspondence, in the event you contact us.

How do we use your data?

We use information about you in the following ways:

- To provide you with a childcare service
- To protect and care for your child
- To meet legal requirements, eg. The Children and Young people(Scotland) Act 2014 and The Children and Young People (Information Sharing) (Scotland) Bill
- To process bookings that you have submitted to us
- To administer your account, process payments and keep track of billing and payments
- To detect fraud and to make sure what you have told us is correct
- To comply with our contractual obligations we have with you
- To help us identify you and the account you hold with us
- To enable us to review, develop and improve our website and services
- To provide customer care, including responding to your requests if you contact us with a query
- To carry out statistical analysis and improve our services
- To notify you about changes to our website and services;
- To provide you with information about our service delivery that might affect your childcare
- To inform you of service updates and price changes

Retention periods

We will keep your personal data for the duration of the period you are a customer of Simply Play. We shall retain your data only for as long as necessary in accordance with applicable laws.

On the closure and settlement of your account we will delete you and your child's records with us. We will, however, retain your account details if your account is in arrears, until it is paid in full. We may retain your child's accident reports until 3 years after they reach the age of 18 due to our legal obligations. We assure you that you and your child's personal data shall only be used for these purposes stated herein.

Who has access to your personal data?

Our staff will use your and your child's personal data to ensure that we care for and protect your child, to process your bookings and account payments and to keep you updated on our service delivery.

Here is a list of all the ways that we may share you or your child's, information with third parties:

- Child protection: in accordance with our Child Protection Policy we will pass on any child protection concerns to the Police or Social Work dept.
- Medical emergencies: in the event of an accident or medical emergency, we will share you and your child's data with the relevant medical services
- Missing children: if your child was ever to go missing, we will share their photograph with the Police to assist with their search
- Tax Credits: we are required to supply HMRC, when instructed, with information on your bookings to prevent and detect fraud
- Debt recovery: we will share your relevant information with debt collection agencies to recover bad debts if required

For the avoidance of doubt, we do not and never shall, sell your personal data to third parties for marketing or advertising purposes.

Where we store your personal data

All information you provide to us is stored securely.

Our online booking system is stored on a secure server at 1st Class Media, which is a Payment Card Industry Data Security Standard (PCI compliant) hosting provider.

By providing your data to us, you agree to this storage. We do not store your bank or card details.

All electronic customer and child records are stored on our office network, which uses strict procedures and security features to try to prevent unauthorised access.

All paper records are stored securely in locked cabinets to which only relevant staff have access.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping the password confidential. We ask you not to share a password with anyone.

Your rights

Preventing the use or processing of your personal data, will prevent us from fulfilling our contractual obligations to you. It will also mean that we shall be unable to provide our services to you.

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly.

Our Privacy Notice shall be made clear to you at the point of collection of your personal data.

You can view your personal data in our online booking system. You can also view your child's Plan within your local club. You should inform our office if you wish to edit or delete you or your child's data.

We do not use your personal data for marketing purposes.

We will seek your permission for a range of authorisation when you register with us. We will only process you and your child's data within these permissions.

Accessing and updating your data

You must maintain the accuracy of your information and ensure that all you and your child's details are kept up to date at all times by informing our office of any changes.

You have the right to access the information we hold about you. Please email your requests to admin@simplyplay.org so that we can obtain this information for you.

Liability

We agree to take reasonable measures to protect your data in accordance with applicable laws and in accordance with our existing Terms and Conditions:
<https://www.simplyplay.org/policies-and-procedures/>

Data Breaches

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

Contact us

Please e-mail any questions or comments you have about privacy to us at admin@simplyplay.org

Your right to make a complaint

You have the right to make a complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113