



# Website Privacy Policy

*Tender Care Nurseries is committed to protecting your privacy. We have updated our Privacy Notice to reflect the changes to data protection law brought about by the General Data Protection Regulation (“GDPR”). We have set out below important information that explains how we use the personal information that you provide to us.*

## **Who we are**

Tender Care Nurseries (“we”) are a private chain of nurseries. We have 3 branches based in Croydon; Westbury Road, St James’s Road and Canterbury Road.

## **What information do we collect and why is the information collected?**

When you contact us with an enquiry or when you become a customer, we will ask you to provide certain personal details about you (as the parent/guardian) and your child/children. This is so that we can respond to your enquiry and/or process your information if you wish to become our customer. We will also use your data to process payments/refunds and to monitor and improve our services.

If you contact us with an enquiry

When you contact us with an enquiry – either by visiting, telephoning or emailing or by submitting an enquiry form via our website, we ask you to provide your name, email address and phone number as well as your child’s name and date of birth (if applicable) as well as details of your enquiry. If you visit one of our nurseries, we input this information on to a form so that we can follow-up with you and respond to your query. The main purpose of requesting this information is so that we can contact you and respond to your query. If you choose to arrange a nursery viewing, we may also use your information to contact you to arrange and confirm the arrangements for the viewing. This is usually done by email or phone. We will process your data for this purpose on the basis that we will be taking steps at your request prior to the entering or possibly entering of a contract (to provide childcare services) with you.

If, after responding to your initial enquiry, we do not hear from you shortly thereafter, we may try and contact you again. Alternatively, we will contact you at any given point in the future if you ask us to. If we do not hear from you after our follow-up attempt, we will try and contact you one more time. We will process your data for this purpose on the basis that we will be taking steps at your request prior to the entering or possibly entering into a contract (to provide childcare services) with you. If we do not hear from you following our second follow-up, we will delete the personal data that you provided to us during your initial enquiry and we will not contact you again unless you ask us to. We are required to use appropriate technical and organisational measures to ensure that your personal data is stored and deleted safely and securely.



### **If you become our customer or Employee**

If you become our customer, we will ask you to provide personal data that we require about you and your child/children to enable us to provide you with our services. We are required to use appropriate technical and organisational measures to ensure that the information you provide is stored and processed securely. We store manual and electronic information. We will only process your personal data in accordance with the law. We will also request relevant information from you such as your bank and other applicable financial details for the purposes of charging you for our services, collecting payment and, where applicable, processing refunds. We will process your data for this purpose on the basis that it will be necessary for us to perform our obligations under our contract (to provide childcare services) with you.

If you are an existing or previous customer, we may also, from time to time, use your contact information to send you marketing messages by email, with details of our services that we think you may be interested in. We will send these messages to you on the basis that it is within our legitimate interests to do so – unless you choose to opt-out of receiving them. You can opt-out at any time by clicking on the unsubscribe link on our marketing emails. Or by contacting us and notifying us that you no longer wish to receive marketing messages. If you choose to opt-out at any point, we will not send any marketing messages to you.

### **Sensitive (“special categories”) of personal data**

In the course of providing our services, it may be necessary for us to store/process sensitive (known as “special categories” of data) personal data about you or your child. The GDPR defines special “categories” of data as personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person’s sex life or sexual orientation. During the course of carrying out our legitimate activities in the provision of childcare services, we may process some personal data pertaining to you and/or you child when required. This could include information about your child’s health for example.

### **Photographs & video**

We sometimes use photographs and videos for preparing and publishing promotional material in marketing material and on our websites. We will only publish photographs and videos of your child with your consent. We request this consent in written form and you can withdraw it at any time. If you provide your consent, we will continue to use photographs and/or videos until you withdraw your consent.



### **Where is the information stored?**

If you visit the nurseries or if you contact one of the nurseries by telephone, the personal data that you provide will be put onto a written enquiry form. Your information will then be submitted electronically into our computer software applications. If you contact us by email or submit an online enquiry via our website, your information will be submitted directly and electronically to staff. Our staff will then use the information as described above. Any written forms containing your personal data will be stored securely or otherwise disposed of safely and securely. We are required to use appropriate technical and organisational measures to ensure that your personal data is processed securely.

### **Does anyone else receive this information?**

Your information will be stored securely within the Tender Care Nurseries building and systems. We will never give your personal data (or personal data pertaining to your child) to any third party without your permission. Unless we are required to do so by law.

### **How long do we retain your information?**

If you become our customer or employee, we will retain the personal data that you provide for as long as is necessary. If you make an enquiry with us but do not become our customer or Employee, we will retain your personal data in accordance with the paragraph above entitled 'When you contact us with an enquiry' and in compliance with GDPR data retention rules.

### **Cookies**

Our website uses cookies to provide a better experience to you as you use the website. The cookies we use do not and cannot identify you as an individual. We use cookies to track visitors to our website and this is data provide anonymous information about visitors. The data is gathered by using tools provided by Google for general search, Google AdWords for advertising on Google and their associated partner sites and Facebook, where they send visitors to our website.

### **Your rights**

You have the right to request from us access to the personal data that we process about you. You have the right to ask us to rectify any data that we process about you that is inaccurate. You have the right to ask us to erase your personal data ("right to be forgotten"). You have the right to request restriction of the processing of your data that we undertake. You have the right request portability of your personal data. If we process data on the basis of your consent, you have the right to withdraw your consent at any time. (Although this will not affect the lawfulness of any processing which occurred on the basis of your consent prior to withdrawal).



**How to contact us if you have a query about your personal data, this privacy notice or should you wish to make a complaint**

If you have any queries regarding how we process your personal data, about anything in this privacy notice or if you wish to update your personal details, make a request in accordance with your rights or make a complaint about our handling of your personal data, please email us [admin@tendercaredaynursery.com](mailto:admin@tendercaredaynursery.com) or write us at the address below:

**Our Details**

This website is owned and operated by Tender Care Nurseries.  
Our head office of business is at 30 Westbury Road, Croydon, CR0 2ES.

You can contact us:

- (a) by post, to the postal address given above;
- (b) using our website contact form;
- (c) by telephone, on 02086656263; or
- (d) by email, to [admin@tendercaredaynursery.com](mailto:admin@tendercaredaynursery.com).

**Where to make a complaint if you feel that your data has been misused**

If you have a complaint regarding the way that we have handled your personal data, please contact us at the above address so that we can investigate your complaint. Once we have investigated your complaint, if you are still not satisfied with the outcome, you have the right to complain directly to the Information Commissioner's Office at the address below. It is not necessary for you to complain directly to us before complaining to the Information Commissioner's Office.

Information Commissioner's Office

Wycliffe House Water Lane

Wilmslow

Cheshire

SK9 5AF

Email: via online form at [www.ico.org.uk](http://www.ico.org.uk)

**Data Protection Officer**

Our data protection officer is Liz Francis, contactable via the above (*Our Details*)