



## PRIVACY NOTICE & POLICY

Bright Starts Nursery Glasgow 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:**

Bright Starts Nursery Glasgow (“we”) is a private limited company. We own and operate a children’s nursery, providing early years childcare services in Milton, Glasgow.

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 one of our nurseries or by applying 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 web pages, we input this information on to a form and submit it to our management team 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, phone, or Messenger (Facebook page), and (Instagram page). 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 possible 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 will 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**

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 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.



As written in our terms & conditions on our registration forms, your data may be passed on to other professionals who require it for child protection and wellbeing purposes.

The Care Inspectorate states:

**In accordance with the Social Care and Social Work Improvement Scotland**

(Requirements for Care Services) Regulations 2011, SSI 2011/210, Regulation 5:

Personal Plans, every person attending a registered service must have a personal plan within 28 days of them starting to use the service.

This includes people who attend services on an infrequent or irregular basis. People experiencing care and their families or representatives cannot opt out of having a personal plan.

**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, 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. We will only process this category of data in accordance with the law.



## **Your Rights**

You have the right to access any personal information that Bright Starts Nursery Glasgow processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified. You also have the right to request erasure of your personal data or to restrict processing in accordance with data protection laws, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

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).



## **Photographs & video**

We sometimes use photographs and videos for preparing and publishing promotional material and on our websites and social media channels. 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 our nursery or if you contact us by telephone, the personal data that you provide will be put onto a written application form. Your information will then be submitted electronically to our management team. If you contact us by email or submit an online enquiry via our website, your information will be submitted directly and electronically to our management team. Our team 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 Bright Starts Nursery Glasgow. We will never give your personal data (or personal data pertaining to your child) to any third party without your permission or unless we are required to do so by law.

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

If you become our customer, 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, we will retain your personal data in accordance with the paragraph above entitled.



**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 at [glasgow@brightstarts.co](mailto:glasgow@brightstarts.co) or write us at the address below:

Bright Starts Nursery Glasgow, Balmore Industrial Estate, 45-47 Glentamar Road, Glasgow, G22 7XS.

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

45 Melville Street, Edinburgh, EH3 7HL

Tel: 0303 123 1115

Email: [scotland@ico.org](mailto:scotland@ico.org).

Adapted on	Sign	Date for review
30 <sup>th</sup> April 2023	C. Lloyd	30 <sup>th</sup> April 2024
30 <sup>th</sup> April 2024	C. Lloyd	30 <sup>th</sup> April 2025