

PrimaHC Ltd

where quality of care matters

Privacy Statement

Who we are?

We are a private limited company which owns and manages the following businesses:

- **Rowley Village Nursery**, 1A Carlyle Road, Rowley Regis, West Midlands N65 9BQ, providing pre-school facilities for children from 6 weeks to 5 years of age.
- **Target Training** – this training agency is based at Prima House, 15A Wedge Street, Walsall WS1 2HQ and works with individuals and businesses to assess and deliver their training needs.
- **Medical Studies Europe** – is based at Prima House, 15A Wedge Street, Walsall WS1 2HQ and assists students wishing to study medicine, dentistry or veterinary science secure university places in Europe and non-European countries.

Rowley Village Nursery

What is a privacy statement?

A privacy statement is a statement by the Company to those who use our services (i.e. family members, carers, visitors, external healthcare and childcare professionals, and staff) that describes how we collect, use, retain and disclose personal information which we hold. This privacy notice is part of our commitment to ensure that we process personal information fairly and lawfully.

Why we have a privacy statement?

PrimaHC Ltd recognises the importance of protecting personal and confidential information in all that we do and we take care to meet our legal and regulatory duties including compliance with The General Data Protection Regulation (GDPR) 2016.

This statement is one of the ways in which we can demonstrate our commitment to our values and being transparent and open. This statement also explains what rights you have to control how we use your information.

Reviewed January 2020

What we are governed by?

The key pieces of legislation/guidance we are governed by are:

- Data Protection Act 1998
- General Data Protection Regulations 2016
- Health & Social Care Act 2012, 2015
- Ofsted
- Sandwell County Council – Early Years
- Information Commissioners Office (ICO)

What is the lawful basis for us processing personal data?

We process personal data in the form of admission forms, personal contact details, personal history/background/family life, medical information on the basis that clear consent has been given by the individual.

We also process personal data in relation to contracts we have with individuals concerning services we provide and also financial transactions in settlement of services provided.

From time to time we are legally required to provide certain external organisations such as Local Authority Early Years Services and Local Authority Adult Services with information concerning individual service users for example in cases where the service user is part or fully funded by the local authority or for example where there are safeguarding matters requiring investigation.

What data do we have?

We may ask for and hold personal confidential information about those who use our services to support the delivery of the services we provide.

This information may include:

- Basic details such as name, address, date of birth, next of kin.
- Contact records we have with those using our services
- Details of records of treatment and care including notes and reports about a service users health.
- Family circumstances, health issues, special needs, the involvement of other agencies.

It may also include personal sensitive information such as sexuality, race, religion or beliefs, details of disabilities, allergies or health conditions. This information is important to us as this assists our staff to provide appropriate support and care to those using our services.

We collect the following information:

- Admission Forms consisting of Name, date of birth, contact details, home address and any medical information including NHS numbers. We also record any background information provided about the child such as personal interests, ethnic background and spoken languages. We note the details of any support agencies involved.
- Transition Forms, which are used when a child moves settings for example from nursery to school. This enables the new setting to meet the needs of the child and ensure a smooth transition to their new setting.
- Two year old Check Forms. The information on this form may be used in liaison with health visitors and to enable the nursery to meet the needs of the child and gather support to extend all areas of the child's development.
- We also record information relating to attendance, Early Years Outcomes Assessments/Wellcomm results.

How and with who do we process your data?

So that we can provide you with high quality care and support we need specific data. This is collected from or shared with:

- Parents or legal guardians
- Third parties.

We do this face to face, via phone, via email, via post, via application forms.

Third parties are organisations we might lawfully share your data with. These include:

- Other parts of the education, health and care system such as schools, early years services, social workers.
- The Local Authority;
- Organisations we have a legal obligation to share information with i.e. for safeguarding, Ofsted
- The police or other law enforcement agencies if we have to by law or court order.

How we use information:

- To manage the day to day operation of the Nursery.
- To help inform decisions made concerning the care and development of children.
- To work effectively with other organisations involved in the care of children attending our Nursery.
- To review the services we provide to ensure they are of the highest standard
- To identify training needs
- Plan our services.

How information is retained and kept safe

Information is retained in secure electronic and paper records and access is restricted to those who need to know.

To facilitate communication, we collect personal contact details including phone contact information, home addresses and email addresses. We do not rent or trade email lists or any other contact details with other organisations or businesses.

We will not pass on personal information which we hold to anyone outside of our organisation without your consent unless we are legally or contractually required to do so. All information is regarded as confidential and will be kept safe and secure to protect your confidentiality.

The Data Protection Act 1998 regulates the processing of personal information. Strict principles govern the use of information and our duty is to ensure it is kept safe and secure. PrimaHC Ltd is registered with the Information Commissioners Office (ICO). Our registration number is **ZA008479**

How long do we retain information

At Rowley Village Nursery, the information held concerning children and their parents/guardians is retained for 3 years unless legislation specifies that we should keep it for a longer period.

Access to your personal information

You have the right to be informed of any changes to the personal information we hold about you or any changes in the way we use or process that information. You are entitled to view, amend or delete the personal information that we hold. This can be arranged via the Manager Rowley Village Nursery.

Target Training & Medical Studies Europe

What is a privacy statement?

A privacy statement is a statement by the Company to those who use our services, and describes how we collect, use, retain and disclose personal information which we hold.

Why we have a privacy statement?

PrimaHC Ltd recognises the importance of protecting personal and confidential information in all that we do and we take care to meet our legal and regulatory duties including compliance with The General Data Protection Regulation (GDPR) 2016.

This statement is one of the ways in which we can demonstrate our commitment to our values and being transparent and open. This statement also explains what rights you have to control how we use your information.

What we are governed by?

The key pieces of legislation/guidance we are governed by are:

- Data Protection Act 1998
- General Data Protection Regulations 2016

What is the lawful basis for us processing personal data?

We are committed to ensuring that personal data which we collect and use is carried out in accordance with the applicable data protection laws.

We will only collect, process and share your information where we are satisfied that we have the lawful basis to do so.

This may be because:

- You have provided your consent to us using your personal information
- Our use of your information is necessary to perform our contract with you, for example processing your booking and providing services according to the terms of our agreement with you.
- We will use your information in order to meet legal obligations such as those placed on us by our regulators, tax officials and law enforcement agencies.
- We will use your information where it is in our legitimate commercial interests e.g. to use to improve our services, or to keep people informed about our product range and services. We will always look after and protect such information and ensure that your privacy rights are protected. You have the right to object to the processing of any personal information we have obtained about you.

Why and how we collect information

We may ask for and hold personal confidential information about those who use our services to support the delivery of the services we provide.

This information may include:

- Basic details such as name, address, date of birth, next of kin.
- Details of academic achievements including certificates / awards
- Medical information
- Information provided by an employer concerning training needs in relation to training being provided by us

We collect the following information:

- Admission Forms consisting of Name, date of birth, contact details, home address and any medical information. We also record any background educational information provided including examination attainments personal interests, ethnic background and spoken languages.
- Copy of your passport
- Certified copies of academic certificates
- Certified Medical Certificates
- Documentation (where relevant) concerning previous academic studies and attendance.

How we use information:

We use your personal information in a number of ways, including your name, address, payment information, and in some circumstances travel document information in order to process your request to access those products and services we provide.

Failure to provide the information requested by us will result in our inability to process your request. In addition, we use personal information to:

- To review the services we provide to ensure they are of the highest standard
- To identify training needs
- Plan our services.

How information is retained and kept safe

Information is retained in secure electronic and paper records and access is restricted to those who need to know.

To facilitate communication, we collect personal contact details including phone contact information, home addresses and email addresses. We do not rent or trade email lists or any other contact details with other organisations or businesses.

We will not pass on personal information which we hold to anyone outside of our organisation without your consent unless we are legally or contractually required to do so. All information is regarded as confidential and will be kept safe and secure to protect your confidentiality.

The Data Protection Act 1998 regulates the processing of personal information. Strict principles govern the use of information and our duty is to ensure it is kept safe and secure. PrimaHC Ltd is registered with the Information Commissioners Office (ICO). Our registration number is **ZA008479**.

How long do we retain information

We retain personal information about you for the period necessary to fulfil the purposes outlined in this Statement, unless a longer retention period is required or permitted by applicable law e.g. transaction records which we keep for seven years for tax and accounting needs. We retain other personal information for shorter periods of time if possible and if permitted by law.

We will destroy your personal information as early as practicable and in a way that the information may not be restored or reconstructed.

If printed on paper, the personal information will be destroyed in a secure manner, such as by cross-shredding or incinerating the paper documents or otherwise and, if saved in electronic form, the personal information will be destroyed by technical means to ensure the information may not be restored or reconstructed at a later time.

Cookies and other tracking technologies

We use cookies and other tracking technologies on our websites to improve our products and services and also our marketing.

This site uses Google Analytics for website analytics and you can find information about their privacy policy here: <https://support.google.com/analytics/answer/6004245?hl=en>

Your data may also be sent through Cloudflare, our Domain Name System (DNS) provider and Krystal, our Virtual Private Server (VPS) host however we do not control these systems and we do not send any personal data directly to them.

SSL is used on our sites to provide a secure channel for devices operating over the internet.

Articles on our site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies (see below), embed additional third-party tracking, and monitor your interaction with that website's content. This may include tracking your interaction with the embedded content if you have an account and are logged in to that website.

A contact form is used on our sites to obtain contact information users. The data you enter is emailed to us where it is kept for administrative purposes. Your data will never be sold to third parties for marketing purposes unless there is a legal obligation to.

Further information concerning cookies may be found via our website.

The person responsible for data protection compliance for PrimaHC Ltd is Mr Tony Gentle who can be contacted at:

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