

Appendix 2 – Service User Privacy Notice

At Tarner we respect the privacy of the children attending our projects and the privacy of their parents or carers. Tarner collects and processes personal data relating to its service users to manage service provision. Tarner is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information do we collect and process?

We collect and process personal information about you (and your child if a parent) as part of our registration process. We may also keep other information relating to you/your child such as details of any incidents or accidents or safeguarding concerns. This includes:

- Name, address and contact details, including email address and telephone number, of both the young person and a parent/guardian
- School/education provision (if under 16 years old), and if eligible for free school meals
- Date of birth, ethnicity and gender of child/young person
- Registration of attendance at Children’s and Youth Projects services.
- Information about medical or health conditions, including whether or not the young person has a disability and/or allergy for which the organisation needs to make reasonable adjustments.

We also ask for certain other information about the young person in order to provide the best possible service to our users. None of this information is mandatory:

- Details about any care or support that is being received (e.g. from local authority/other agencies)
- Details of doctor’s surgery
- Education/employment status (for 16 years old and over)
- Interests and hobbies
- Goals for achievement through the service provision
- Additional needs

How is it held?

Your personal information is held securely either in hard copy format or electronically. Tarner takes security of your data seriously and we have internal policies and controls in place to ensure that it is not lost, accidentally destroyed, misused or destroyed. Information that is no longer required is erased after your child has ceased attending our project.

How do we use your personal information?

The personal information that we collect about you and your child is used only to provide appropriate care and support for them, maintain our service to you, and communicate with you effectively.

We will use the contact details you give us to contact you via phone, email, social media and post so that we can send you information about your child, our organisation and other relevant news, and also so that we can communicate with you regarding payment of our fees.

Our legal basis for processing the personal information relating to you and/or your child is so that we can fulfil our contract with you and meet our legal obligations as a childcare provider. In some cases, we will require your specific consent, for example use of you/your child’s photographs in promotional literature.



Who do we share your information with?

We will only share personal information about you or your child with another organisation if we:

- Have a safeguarding concern about you / your child
- Are required to by government bodies or law enforcement agencies
- Engage a supplier to process data on our behalf (e.g. to take online bookings)
- Have obtained your prior permission.

Your rights

You have the right to ask to see the data that we have about yourself and/or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but please note that:

- We will not be able to continue to care and support for you/your child if we do not have sufficient information about them
- Even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so can't delete everything immediately.

If you would like to exercise any of these rights, please contact emma@tarner.org.uk

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

How long does Tarner keep data?

We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.