



Privacy, Data Protection and Your Personal Information

Privacy Notice

With the introduction of the General Data Protection Regulation (GDPR) on the 25th May 2018, we have reviewed KIDSIZE's privacy policy. The revised policy is shown below.

We are committed to maintaining the trust and confidence of the people we support, those we work with, those who support us, and those we come into contact with in other ways. We do this in line with KIDSIZE's values and with the law.

KIDSIZE Club Ltd. company no. is SC601059

We will never sell, rent or trade personal information.

We will make sure that any personal information we hold is secure, accessible only to those who need to access it, and held for only as long as is needed. We will not transfer personal information outside the European Economic Area.

This Privacy Notice tells you what to expect when KIDSIZE collects personal and/or sensitive information. It applies to information we collect about:

- People who use our services;
- Our current and former staff and volunteers, and people who apply for those roles in KIDSIZE;
- Visitors to our website and people who contact us;
- People who provide feedback about our services including people who make complaints about KIDSIZE.

Service Users

What Information we collect and why we collect it.

We have to explain the legal reasons why we collect and process personal information and what information we collect. As the data collector, we hold and use your personal and sensitive information under the 'lawful basis' of 'legitimate interest'. This means that we have a legitimate interest in processing your personal and sensitive information in order to deliver the services we are contracted to deliver by the data controller; it is necessary for us to use the personal and/or sensitive information to provide you with the support you can receive under these services; and without using that personal or sensitive information we would not be able to provide that support.

We'll only record personal information that we need to provide support to you.

KIDSIZE will collect the following information:

1. Enquiry information you provide us - We require basic contact details such as your name and email address when making an enquiry via email or website. This information will be used to contact you about your enquiry and will not be shared with any third parties. This information will only be held whilst dealing with your enquiry, unless you request us to email you further information in the future regarding KIDSIZE. Information given to us

through our website www.kidsizeltd.com may be processed through our website provider www.wix.com, view their privacy policy here: <https://www.wix.com/about/privacy>.

2. Applying for the Kidsize Club Ltd. waiting list - when you apply for the waiting list for Kidsize Club Ltd. we require you to fill out the waiting list application found at www.kidsizeltd.com/enrolment. We require your full name, telephone number, email address, child's full name, child's date of birth, child's sex and the sessions required. This information will be kept on file so we can contact you when a space becomes available. We will retain this information until we can offer you a space or you ask us to remove you from the waiting list. This information will not be shared with any third parties.

3. Kidsize Club Ltd. enrolment - when enrolling your child in Kidsize Club Ltd. we require your contact details, and emergency contact details, as well as information about your child such as medical information and dietary requirements. This information will be used to ensure your child is properly cared for at Kidsize Club Ltd. This information is kept secure on an online server or within a locked cupboard. This data will only be shared in the case of an emergency with the relevant organisation. For example if there is a child protection concern we may share information about your child with the Joint Child Protection Unit, or if your child is having a medical emergency we may share their medical information with the first responders. When your child leaves Kidsize Club Ltd. we are required to keep certain data, but will not share this with third parties. We will also remove your contact details from mailing lists. To see which data we keep please view our retention policy available at <https://www.kidsizeltd.com/policies-documents>.

During staff training, staff may have to complete reports, or reflective accounts about their practice for a training provider. These reports will remain anonymous meaning your child or yourself will not be identifiable from the account. We may also share anonymous information with regulators, government departments and publicly in our reports, social media and website. If you don't want to give us this information, you don't have to.

If we want to use your personal information to keep you updated about Kidsize's activities, or to send you any other information that is not related to supporting you to resolve a specific problem, we will ask for your permission before we do this.

Sharing your information

With your permission, we may share information with other organisations. For example, Kidsize Club Ltd. may share information with your child's primary school if we feel it may help their educational experience. Or if your child moves to a new out of school care provider, we may seek your permission to share your child's existing care plan with them.

There are times when we might have to share your information without your permission. If we do, we will always make sure there is a legal basis for us to do that. For example, if we receive a court order, we have to produce information demanded in that order, or if you have told us something that makes us think you may harm yourself or someone else, we may have to tell the police or social services.

Storing your information

We store your information on a secure server or in a locked cupboard in paper copy. Our online server uses password protection.

We will retain your information for the time specified in our Retention Policy after you leave our services. After that, your information will be permanently deleted.

Your rights about your information as a user of our services

Under data protection laws, you have certain rights about how your information is used and these rights are outlined below. If you want more information or guidance about your rights, we will try to help you, or you can contact the Information Commissioners Office. The contact details are at the end of this Privacy Notice.

If we hold inaccurate or incomplete information about you, please tell us and we will correct or complete the data. If we have shared that information with anyone else, in the circumstances we have outlined above, we will, where possible, inform them of any corrections and tell you where this has happened. This is called your right to rectification.

You have a right to access the personal information we hold about you. You can request a copy of the information we hold about you and we will provide that to you as quickly as we can but certainly within one month of us receiving the request. This is called a Subject Access Request. We must verify your identity when you make the request to make sure we do not send personal information to someone pretending to be you. We will try to as flexible as possible in how we do this but sometimes you may be asked to provide copies of documents that prove your identity because we must make sure your personal information is not sent to the wrong person.

In some circumstances, you have a right to erasure. We have already explained how long we keep your personal information. At the end of that period, when we no longer have any reason to keep or process it, it will automatically be deleted it from our systems.

You have a right to restrict processing in some circumstances. This means that in those circumstances, we would still store your information but not process, or use it. These are the situations where you can ask us to restrict processing your information:

- Where you believe that the information we hold is not accurate, we would restrict processing until we have verified the accuracy of the personal information;
- If we have used your information unlawfully, and you don't want us to erase the information, you can ask us to simply hold it instead;
- If we no longer need the personal information and before we automatically delete the information from our system, you request us to hold it to make or defend a legal claim.

If you no longer use our services, you have the right to have your information transferred to a new provider. We would ask for your permission to do this. This is called the right to data portability.

You have the right to object to Kidsize using your information, even though we are doing so to support you. If you do object, we would stop processing the information and decide if there were circumstances that meant their grounds for asking us to process the information overrode your right to object.

A personal data breach means that personal information is disclosed to, or accessed by, someone who is not authorised to see it. We make sure that our systems are secure in line with recognised standards but if a personal data breach did happen that involved your

personal information, we would tell you as soon as we became aware of it and let you know what we were planning to do about it. We would also tell the Information Commissioners Office about it and make sure you know how to complain to the Information Commissioners Office about the personal data breach.

Our current and former staff and people who apply for roles at Kidsize

Why we collect and process your information

Kidsize is the data controller for the information you provide during the process of applying for a job with Kidsize or applying to volunteer with us. All of the information you provide during the application process will only be used so that we can progress your application, or to fulfil legal or regulatory requirements if necessary.

The information you provide will be held securely by us and/or our data processors (eg a recruitment agency), whether the information is in electronic or paper format.

Using your information

We will use the contact details you provide us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

Application stage for employment with Kidsize

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for.

You will also be asked to provide equal opportunities information. This is not mandatory information - if you don't provide it, it will not affect your application. This information will not be made available to any staff outside the recruitment team. Any information you do provide will be used only to produce and monitor equal opportunities statistics.

We might ask you to attend an interview. Our interviewing managers will take notes during the interview to enable them to score your answers to set interview questions that are the same for all interviewees. After interview, these notes will be held securely.

If you are unsuccessful following interview for the position you have applied for, we may ask you if you would like your details to be retained for a period of six months. If you say yes, we would proactively contact you if any suitable vacancies arise during this period. Your data will be permanently deleted after this time.

Sharing your information

We may use recruitment agencies, payroll providers, and workplace pension providers to provide services associated with recruitment and employment. These are data processors. We have contracts in place with them and they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

There are times when we might have to share your information without your permission. If we do, we will always make sure there is a legal basis for us to do that. For example, if we receive a court order, we have to produce information demanded in that order.

If you are successful, the information you provide during the application process will be retained by us as part of your personnel file for the duration of your employment plus 6 years following the end of your employment. This will include your criminal records declaration, references, PVG check results (including updates). During the course of your employment, we may collect further personal or sensitive information with your permission. This information will also be retained for the period of your employment plus 6 years following the end of your employment.

Your rights about your information as our current and former staff and people who apply for those roles in Kidsize

Under data protection laws, you have certain rights about how your information is used and these rights are outlined below. If you want more information or guidance about your rights, we will try to help you, or you can contact the Information Commissioners Office. The contact details are at the end of this Privacy Notice.

If we hold inaccurate or incomplete information about you, please tell us and we will correct or complete the data. If we have shared that information with anyone else, in the circumstances we have outlined above, we will, where possible, inform them of any corrections and tell you where this has happened. This is called your right to rectification.

You have a right to access the personal information we hold about you. You can request a copy of the information we hold about you and we will provide that to you as quickly as we can but certainly within one month of us receiving the request. This is called a Subject Access Request.

In some circumstances, you have a right to erasure. We have already explained how long we keep your personal information. At the end of that period, when we no longer have any reason to keep or process it, we will delete it from our systems.

You have a right to restrict processing in some circumstances. This means that in those circumstances, we would still store your information but not process, or use it. These are the situations where you can ask us to restrict processing your information:

- Where you believe that the information we hold is not accurate, we would restrict processing until we have verified the accuracy of the personal information;
- If we have used your information unlawfully, and you don't want us to erase the information, you can ask us to simply hold it instead;
- If we no longer need the personal information and before we automatically delete the information from our system, you request us to hold it to make or defend a legal claim.

You have the right to object to Kidsize using your information. If you do object, we would stop processing the information and then determine if there were circumstances that meant Kidsize's grounds for processing the information overrode your right to object.

A personal data breach means that personal information is disclosed to, or accessed by, someone who is not authorised to see it. We make sure that our systems are secure in line with recognised standards but if a personal data breach did happen that involved your personal information, we would tell you as soon as we became aware of it and let you know what we were planning to do about it. We would also tell the Information Commissioners Office about it and make sure you know how to complain to the Information Commissioners Office about the personal data breach.

Visitors to our website

When someone visits www.kidsizeltd.com we use a third party service, [Wix.com](https://www.wix.com) and Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. We do not make, and do not allow Google or Wix to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website we will be upfront and explain what we intend to do with it, for example asking if you want to make an enquiry, or giving us feedback about our services.

People who provide feedback about our services including people who make complaints about Kidsize

Why we collect and process your information

When you provide feedback to Kidsize we ask you for your contact details so that we can contact you about the feedback you have given us. Feedback can be collected in a number of ways: face-to-face, over the phone, in writing or through our website. Our website uses a third party provider to facilitate collection of feedback and our agreement with that third party ensures they will not process any personal information they collect for us, other than to provide us with the completed feedback form.

Our legal basis in collecting, using and storing personal information from feedback is to review Kidsize's performance of our services and this is called a legitimate interest.

Using your information

When you provide feedback that is not a complaint or a concern, we use this information to share good practice and to report on our services, but only in a way that does not identify you.

Sometimes things don't go as well as we would all like them to and we welcome complaints and concerns as a way of highlighting this. When we receive a complaint or a concern, we make up a folder on our secure system containing the details of the complaint or concern. This will include the identity of the person making the complaint or concern, where they have provided this, as well as any other individuals involved in the complaint.

Sharing your information

Non complaint/concern feedback - When you provide feedback that is not a complaint or concern, we remove any identifying personal information from your feedback and use it to help us continue good practice. We may also share anonymous feedback with regulators, government departments and publicly in our reports, social media and website.

Complaint/concern feedback - We will only use the personal information we collect to process the complaint and check on the level of service we provide. We may pass on any complaints or concerns to our regulatory bodies Care Inspectorate and SSSC, but not in a way that identifies anyone.

We usually disclose the identity of the person raising the complaint or concern to whoever the complaint or concern is about. This is so that we can investigate properly. If someone complains anonymously we may not be able to fully investigate.

Storing your information

Feedback that is not a complaint or concern is kept for five years after the current financial year on our secure system and then deleted.

For complaints or concerns about Kidsize's services, we retain this information for 6 years after the last action. We store this information outside of our client record database on our secure system. Only those people who need to access this information, for example, to investigate the complaint or concern, have access to the complaint/concern folder.

Your rights about your information as someone who provides feedback about our services, including complaints, about Kidsize

If we hold inaccurate or incomplete information about you, please tell us and we will correct or complete the data. If we have shared that information with anyone else, in the circumstances we have outlined above, we will, where possible, inform them of any corrections and tell you where this has happened. This is called your right to rectification.

You have a right to access the personal information we hold about you. You can request a copy of the information we hold about you and we will provide that to you as quickly as we can but certainly within one month of us receiving the request. This is called a Subject Access Request.

You have a right to erasure. Except where we are required to retain your information by law, you have the right to have your personal information permanently deleted from our system whenever you request this to happen. Where we are required to retain the information by law, at the end of that period, when we no longer have any reason to keep or process it, we will delete it from our systems.

You have a right to restrict processing in some circumstances. This means that in those circumstances, we would still store your information but not process, or use it. These are the situations where you can ask us to restrict processing your information:

- Where you believe that the information we hold is not accurate, we would restrict processing until we have verified the accuracy of the personal information;
- If we have used your information unlawfully, and you don't want us to erase the information, you can ask us to simply hold it instead;

- If we no longer need the personal information and before we automatically delete the information from our system, you request us to hold it to make or defend a legal claim.

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Kidsize's Data Protection Officer is Jenna Millar.

You can contact her by:

Email: kidsizeoosc@hotmail.com

Post: Kingswells Community Centre, Kingswells Avenue, Aberdeen AB15 8TG

If you would like more information or further explanation of Kidsize's collection and use of personal information, please contact us using the contact details above.

If you are unhappy with the way that Kidsize has handled your information, you can make a complaint us, using the contact details above, or you can complain to the Information Commissioners Office:

Website: ico.org.uk

Telephone: 0303 123 1113

Updated: 22/07/2020

By: Jenna Millar

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By: Jenna Millar