

## Privacy Policy

<b>Responsible Officer</b>	Vera Matthews
<b>Author</b>	Vera Matthews
<b>Date Effective From</b>	30/05/2018
<b>Date Last Amended</b>	
<b>Review Date</b>	30/05/2018



## PRIVACY POLICY

The Indigo Childcare Group is committed to maintaining the confidentiality, integrity and security of your personal information at all times.

Our full privacy policy is explained below, but the main points to note are;

- We will only ever ask for what we need to know.
- We will collect and use the personal data that you share with us transparently, honestly and fairly.
- We will always respect your choices around the data that you share with us and the communication channels that you ask us to use.
- We will ensure appropriate security measures are in place to protect the personal data that you share
- We would never sell your personal information

Who controls personal information collected by The Indigo Childcare Group?

The Indigo Childcare Group is the data controller for the information collected about you.

Why does The Indigo Group collect personal information?

The indigo Group takes great care to protect your personal information. We limit the information we collect to what is necessary to provide you with high quality services and to respond to specific requests and therefore there are a number of reasons we collect personal information:

These are the legal basis we rely on:

Information	Why we Collect	Legal Basis	Special Category Data Condition	Effect of not providing the information if Legal condition or Contractual condition.
Identity, contact, Family Relationships	To contact you in relation to your application for a place for your child in our services.  To contact you and keep you	Contract  Legitimate interest in contacting you about a place for your child in our services	This information may reflect your sexual orientation and is processed on the basis that where this is	If you do not provide this information we will not be able to fully provide our services to you or your child



Headquarters: 29 Dunagoil Road, Glasgow G45 9UR  
 Tel: 0141-634 6161 / Fax: 0141-631 4313  
 Email: [info@indigogrp.com](mailto:info@indigogrp.com)  
 Registered in Scotland Company No. 265660  
 Scottish Charity No. SC035442



	<p>informed about all aspects of your child/childrens' progress</p> <p>To contact you in an emergency</p> <p>To Communicate information in relation to your child/children's activities in our services</p>		<p>the case, this information is public information.</p>	
Identity, contact and financial data	To process invoices, fees & charges	<p>Contract</p> <p>Legitimate interests in seeking payment of fees and charges</p>	N/A	If you do not provide this information we will not be able to fully provide our services to you or your child
Health Data	To enable us to make arrangements for you in connection with our services. For example, you may tell us about accessibility or mobility concerns that you have; dietary requirements; or other health matters which could effect your use of our services or the way we need to provide our services or communicate with you.	<p>Legitimate interests, communicating with you and making our services and premises accessible to you.</p>	Public information consent	N/A

<p>Identity, Contact, preferences</p>	<p>To communicate with you about the work and activities of our services and our children/young people (including in our newsletters and updates) and to make suggestions and recommendations to you about goods or services that may be of interest to you.</p> <p>We may ask your preferences in relation to contact methods and the preferred contact person for your child in case of an emergency.</p>	<p>Necessary for our legitimate interests in keeping you updated with the Indigo Groups' activities, developing and growing the services we offer.</p>	<p>N/A</p>	<p>N/A</p>
<p>Your Childs' identity, progress history, family data, media data</p>	<p>To assess your application for a place in our services for your child.</p> <p>To manage your childs' enrolment in our services</p>	<p>Legitimate interest in assessing your application for a place in our services for your child and processing their enrolment</p>	<p>This information may include Health Data (within medical records or information about additional support needs) and this information is processed on the basis of public</p>	<p>N/A</p>

			information or consent.	
Your Childs' characteristics	This information may include ethnicity and religious beliefs requested for the purposes of assessing equal opportunities and to ensure that we are aware of any medical stipulations your child may have.	Legitimate interests in reviewing the existence (or not) of equal opportunities	Public interest	N/A

**What personally identifiable information does the Indigo Group collect?**

If you are a customer we will collect:

Registration information that you provide when enrolling your child/young person in our care via telephone, online or in person. This information may include your contact information, your child/young person's name, date of birth, gender, allergies, food restrictions, special needs, doctors information and other information to provide high quality care.

**If you are a visitor we will collect:**

Contact information such as name, email address, telephone number.

**Where does The indigo Group store personally identifiable information?**

Electronic information: The electronic personal information we collect will be stored and processed on electronic systems operated by us and by third party providers such as Sage Accounts and Sage Payroll, First Steps Software, RGB Information Technology who keep our Servers secure.

Hardcopy Information: The hardcopy information remains in the country where you provided it and is securely locked away and only accessed by personnel in the course of their duties on behalf of The Indigo Group.

**The Indigo Group considers your personal information confidential and does not sell it to others.**

**Agents and Service providers:**

We sometimes employ or contract with other companies and individuals to perform functions on our behalf, such as supporting our systems infrastructure, providing



Headquarters: 29 Dunagoil Road, Glasgow G45 9UR  
 Tel: 0141-634 6161 / Fax: 0141-631 4313  
 Email: info@indigogrp.com  
 Registered in Scotland Company No. 265660  
 Scottish Charity No. SC035442





recruiting services, taking care of our confidential waste and providing archiving solutions for our data. These parties are under a legal obligation to use your personal information as solely provided in the contractual services to The Indigo Group.

How can you access or update your personal information?

To exercise your rights to access and make appropriate changes or deletions to your personal information we have gathered about you:

### Your Legal rights:

Under certain circumstances, you have rights under data protection laws in relation to your personal data:

- Request access to your personal data
- Request correction of your personal data
- Request erasure of your personal data
- Object to processing of your personal data
- Request restriction of processing your personal data
- Request transfer of your personal data
- Right to withdraw consent.

If you wish to access any of the rights set out above. Please contact The Indigo Childcare Group in writing to; 29 Dunagoil Road, Glasgow, G45 9UR or by Telephone; 0141 634 6161 (option 5)  
Email; [info@indigogrp.com](mailto:info@indigogrp.com)

### No Fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is unfounded, repetitive or excessive. Alternatively we could refuse to comply with your request in these circumstances.

### What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask for further information in relation to your request to speed up our response.

### Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.



Headquarters: 29 Dunagoil Road, Glasgow G45 9UR  
Tel: 0141-634 6161 / Fax: 0141-631 4313  
Email: [info@indigogrp.com](mailto:info@indigogrp.com)  
Registered in Scotland Company No. 265660  
Scottish Charity No. SC035442





## How does The Indigo Group protect my personal information?

The Indigo Group places a high priority on the security of your information and have implemented a number of measures to keep your personal data safe.

- We are in the process of implementing a clear desk policy
- We have changed our invoicing, payments and account statement information to show only your account reference only identifiable by you.
- Our Card payment machine only shows the last 4 digits of your debit/credit card number and does not record any security information.
- We have a Card Payment security Policy in place and only staff who are authorised to take a payment will have access to your card details.

We utilize appropriate technical, administrative and physical safeguards to protect against loss, unauthorized access, distraction, misuse, modification and improper disclosure, however no computer system or information can ever be fully protected against every possible hazard as a result we cannot fully guarantee the security and privacy of the information you provide to us.

### Data Retention:

The Indigo Group shall not keep your personal data for longer than is necessary for the purpose we obtained it for and will dispose of in a secure way when no longer needed for that purpose.

### Contacting The Indigo Childcare Group

If you have any questions, comments or concerns about this privacy policy or how we are handling your personal information, please contact us at;

29 Dunagoil Road, Castlemilk Glasgow G45 9UR

Telephone; 0141 634 6161 (option 5) email; [info@indigogrp.com](mailto:info@indigogrp.com)

### Complaints:

*The Indigo Group would always welcome the opportunity to resolve any complaints in the first instance*, however you have the right to complain to the Information Commissioners' Office. You can do this by contacting the Information Commissioners Office directly. Full contact details including a helpline number can be found on the Information Commissioners Office website [www.ico.org.uk](http://www.ico.org.uk)



Headquarters: 29 Dunagoil Road, Glasgow G45 9UR  
Tel: 0141-634 6161 / Fax: 0141-631 4313  
Email: [info@indigogrp.com](mailto:info@indigogrp.com)  
Registered in Scotland Company No. 265660  
Scottish Charity No. SC035442



Version	Date	Author	Replaces	Comment
1	30/05/2018	Vera Matthews	N/A	
Final	30/05/2018	Vera Matthews	N/A	