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Privacy notice

Red Kite Family Centre Privacy Notice

Introduction

Red Kite Family Centre is a registered charity (no. 1171250), supporting local families with children aged 0-5 years.

We are regulated by the EU General Data Protection Regulation 2018 and the UK Data Protection Act 2018. Personal data is protected in accordance with these laws and is used in line with your expectations.

This privacy notice explains what personal data we collect, why we collect it, how we use it, the control you have over your personal data and the procedures we have in place to protect it.

When we refer to “we”, “us” or “our”, we mean Red Kite Family Centre.

What personal data we collect

We collect personal data about you and your child/ren. We ask families to voluntarily register with our service. Personal details that we obtain from you includes your names, date of birth, address, contact details such as phone number, email address, relationship status, children’s details, photo consent, health information, emergency contact details, employment status, ethnicity and other relevant information. We will also ask for information about who has parental responsibility for your child and any court orders pertaining to your child.

When you enquire about courses, workshops, talks, fundraising events or volunteering at Red Kite Family Centre we ask for contact details and relevant personal information from you that is needed to answer your enquiries and to keep you informed about upcoming events that may be of interest to you.

We also process financial information if you donate by contactless, chip and pin payment or direct debit. We may collect other data from you when you voluntarily contact us.

Where applicable we will obtain details of your child’s social worker, child protection plans from social care, Strengths and Needs forms and health care plans from health professionals and other health agencies.

We may collect this information in a variety of ways. For example, data will be collected from you directly in the registration form; from correspondence with you; or from health and other professionals.

Why we collect personal data and the legal basis for handling your data

We use personal data about you and your child in order to provide family centre services and to fulfil the contractual arrangement you have entered into. This includes using your data in the following ways:

- to support your child’s wellbeing and development
- to effectively manage any special education, health or medical needs of your child whilst at the setting
- to contact you in the case of an emergency

- to enable us to respond to any questions you ask
- to monitor the use of our service
- to produce anonymised data for grant funding applications.
- to keep you updated about information regarding the Red Kite Family Centre activities and events.
- to notify you of service changes or issues
- to send you our e-newsletter, if you have subscribed to it

If we wish to use any images of your child for training, publicity or marketing purposes we will seek your consent for each image we wish to use. You are able to withdraw your consent at any time, for images being taken of your child, by confirming so in writing to the setting. You can also unsubscribe from receiving our parent e-newsletter by notifying the centre.

We have a legal obligation to process safeguarding related data about your child should we have concerns about her/his welfare.

Who we share your data with

As a Family Centre in order to deliver services it is necessary for us to share data about you and/or your child with the following categories of recipients:

- banking services in order to process chip and pin and/or direct debit payments
- our insurance underwriter, where applicable
- an email newsletter service, where you have given consent to receive our e-newsletter

We will also share your data:

- if we are legally required to do so, for example, by a law enforcement agency, court
- to protect your child and other children; for example, by sharing information with medical services, social services or the police
- if it is necessary to protect our rights, property or safety or to protect the rights, property or safety of others

Our IT provider may be able to access your personal data when carrying out maintenance task and software updates on our behalf. However, we have a written agreement in place which place this company under a duty of confidentiality.

We will never share your data with any organisation to use for their own purposes.

How do we protect your data?

We take the security of your personal data seriously. We have internal policies and strict controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed and to prevent unauthorised access.

Where we engage third parties to process personal data on our behalf, they are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

Where do we store your data?

All data you provide to us is stored on secure computers or servers located within the UK or European Economic Area. We may also store paper records in locked filing cabinets.

Our third-party data processors will also store your data on secure servers which may be situated inside or outside the European Economic Area. They may also store data in paper files.

How long do we retain your data?

We retain your data in line with our retention policy a summary is below (see appendix):

- You and your child's data, until your youngest child turns 5. We will seek your consent annually to hold your data.
- Accident and Incidents records are kept for longer according to legal requirements.
- In some cases (child protection or other support service referrals), we may need to keep your data longer, only if it is necessary in order to comply with legal requirements. We will only keep your data for as long as is necessary to fulfil the purposes it was collected for and in line with data protection laws.

Your rights with respect to your data

As a data subject, you have a number of rights. You can:

- request to access, amend or correct the personal data we hold about you and/or your child
- request that we delete or stop processing your and/or your child's personal data, for example where the data is no longer necessary for the purposes of processing or where you wish to withdraw consent
- request that we transfer your and your child's personal data to another person

If you wish to exercise any of these rights at any time please contact the manager at the setting by email info@redkitefamilycentre.org, telephone or when you attend the centre.

How to ask questions about this notice

If you have any questions, comments or concerns about any aspect of this notice or how we handle your data please contact the manager at the setting.

How to contact the Information Commissioner Office (ICO)

If the manager is not able to address your concern, please contact info@redkitefamilycentre.org and you can be put in contact with our trustees.

If you are concerned about the way your data is handled and remain dissatisfied after raising your concern, you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or <https://ico.org.uk/>.

Our ICO reference is ZA28246Z

Changes to this notice

We keep this notice under regular review. Any changes to this notice will be shared with you so that you may be aware of how we use your data at all times.

Appendix:

This table summarises the length of time records should be kept as per the **Red Kite Family Centre Privacy Notice** written on 05 March 2025

Data Type	Description	Retention Period	Legal/Business Basis
Family and Child Personal Data	Name, DOB, address, contact details, relationship status, children's details, health info, court orders, emergency contacts, ethnicity, etc.	Until youngest child turns 5. Consent sought annually.	Legitimate interest to provide services; consent; contract; legal obligation (safeguarding).
Accident and Incident Records	Details of accidents and other incidents involving children or adults	Retained for longer according to legal requirements (typically up to 21 years from the child's DOB if serious injury).	Legal obligation (health and safety law).
Child Protection and Safeguarding Records	Referrals to social services, child protection plans, etc.	Retained as long as necessary to comply with legal requirements (may exceed child's 5th birthday).	Legal obligation (Children Act 1989, safeguarding legislation).
Financial Data	Direct debit and payment details (contactless, chip & pin)	Retained as required for accounting and auditing purposes (typically 6–7 years).	Legal obligation (HMRC and financial regulations).
E-Newsletter Subscription Data	Email address and preferences for receiving marketing communications	Until consent is withdrawn (unsubscribe)	Consent (GDPR).
Health and Medical Information	Strengths and Needs forms, healthcare plans	Until youngest child turns 5, or longer if relevant to safeguarding or ongoing care	Legitimate interest; legal obligation.
Volunteering / Event Enquiries	Contact info provided by enquirers	Duration of enquiry and event cycle, unless consent given for future contact	Legitimate interest; consent.
Photographs and Images	Images of children used for training or publicity	Until consent withdrawn	Consent.