

## **Statement of Purpose**

Statement summary providing:

Ethos

Values

Aims

Purpose

Intentions to achieve

Cranford is a small family run nursery, our ethos is to provide a home from home atmosphere where children feel we are an extension of their family and in nursery we are all part of one big family.

Our values are to respect each other; this includes the children, the staff and the parents.

Our aims are to work towards best practice at all times.

Our purpose is to provide a safe and secure environment for children to learn and blossom where they feel confident to become independent learners.

Our intentions are to always work towards achieving the highest of standards set by the Regulation of Care Act 2013 and to maintain professional standards of care at all times and complying with current legislation set by the registration and inspection unit and the minimum standards.

### **Schedule 3 part 2**

#### **6(a) The Organisation and staffing structures:**

##### **Details of management and staffing structures.**

The owner of the nursery, registered provider, registered manager, overall manager and first person in charge is **Fiona Harcourt**.

The first Deputy Manager and next person in charge (when Fiona is absent) is **Amy Uren** who is level 3 qualified in Child Care.

Our nursery practitioner and 2-3 years keyworker is **Alicia Hemela** who is level 3 qualified in child care.

Our nursery assistant and level 3 apprentice is **Sophie Thompson**.

##### **Details of the structure of accountability and reporting arrangements-**

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**Fiona Harcourt** is the first person to report and accept any accountability and responsibility. Fiona is the first contact for any complaints or reasons to report any issues.

In **Fiona's** absence the first person to report and accept any accountability and responsibility is **Amy Uren**.

**The registered providers name and business address and contact details.**

The registered providers name and address is:

Fiona Harcourt

116 Woodbourne road

Douglas

Isle of Man

IM2 3BA

Tel: 01624 676086

Email: [cranfordnursery@yahoo.com](mailto:cranfordnursery@yahoo.com)

**6(b) whether the service requires a manager to be registered:**

Cranford Nursery is required under section 14 of the Regulation of Care Act to provide a registered manager who is the person who manages the care service directly or indirectly and is responsible for the day to day operation at the care service.

The registered Provider is Fiona Harcourt

The registered Manager is Fiona Harcourt.

**6 (c) the relevant qualifications & experience of the registered provider and registered manager:**

Fiona Harcourt's qualifications are:

NNEB (National Nursery Examination Board) qualified 1985

Managers regulatory training

Level 5 Diploma Children's Work Force Leadership and Management.

Level 4 CMI Management

Level 3 Children's Mental health and wellness

Level 3 SEND Special educational needs & disability

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Level 2 CACHE Understanding behaviour that challenges

Level 3 Child Psychology Diploma

First Aid, Full Safeguarding Lead level 3, Epipen, Elklan, SALT speech and language training, Food Safety, Fire Marshall, Asthma.

Experience:

2003 to present: Cranford Nursery Manager

Over 30 years Child Care experience in total.

**6(d) the number, relevant qualifications & experience of the staff working at the care service.**

4 daily staff

**Amy Uren** – Level 3 Diploma QCF in Child Care and Education, First Aid, Full Safeguarding, Food Safety and Hygiene, Fire Marshall. 4 Years' Experience Child Care

**Alicia Hemela** – Level 3 Child Care & Education. First Aid, Full Safeguarding, Food Safety and Hygiene, Asthma.

**Sophie Thompson** – Level 3 apprentice. First Aid, Full Safeguarding, Food Safety and Hygiene, Asthma, anaphylaxis, Epipen.

**6(c) the age range of service recipients that the care service intends to meet:**

Age 2 years to 12 years.

**6(f) the range of needs that the care service intends to meet:**

The nursery is registered for 26 children.

The age range is from age 2 years. The service does not provide care for children less than two years of age.

The nursery can provide care for children up to 12 years.

The nursery provides an after school service, before school care and school holiday care. The children walk from our local schools.

The nursery age children do go out on outings, walking to the local park.

The nursery provides a holiday care service, we like to keep the age range from 4-8 years but this is discretionary. The nursery does not use a vehicle for the holiday club.

**Ratios:**

16 children = 2 staff (2 staff on the floor with the children)

16 to 20 children = 3 staff (3 on floor with children)

21 children = 4 staff. ( 1 staff is Supernumery for management duties and 3 on the floor with children)

24 children = same as above

25 and 26 children = 5 staff – (1 staff Supernumery for management duties and 4 staff on the floor with the children)

50% or half of the staff on duty must be qualified and a person in charge must be present at all times. The first person in charge is **Fiona Harcourt**, then **Amy Uren**

The ratio for the nursery classes is 1 adult to 8 children.

Our nursery assistant floats between rooms, toilets and nappy changing areas as does Fiona. If we have a child with special needs or difficulty settling then extra staff will be brought in.

**6(g) whether nursing is to be provided:**

No nursing care.

**6(h) any criteria used for admission to the care service:**

The nursery has an admission form which must be completed along with an authorisation to collect form. A prospectus is provided and a parent contract with policy and procedures provided.

**6 (I):** The nursery has 3 playrooms, one room is a wet room for messy play and arts and crafts. The children rotate rooms so each group has a variety of toys and a change of environment. **We use our garden as an extra class room.**

**6 (J) N/A**

**6(K) The arrangements made for consultation with service recipients and/or their representative about the quality of the care service:**

The nursery provides feedback sheets and questionnaires to parents: we also provide a complaints and comments box. We provide letters when there is to be a change of staffing and updates on any information. Parents are encouraged to discuss with staff any queries they may have. We have a complaints policy which all parents receive. Parents are notified of their child's key worker before they start and introduced to them. They are invited to speak and see their child's learning journey and their work book. Parents are given feedback

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on their child's day. They are offered feedback by personal one to one contact, a daily diary if they request one, e-mail, telephone and face book.

**6 (L) the fire precautions and the associated emergency procedures at the care service:**

Our designated **Fire Marshalls** are **Fiona Harcourt and Amy Uren**. All staff are Fire trained and made aware of emergency fire procedures in their induction training.

The nursery has a Fire Policy & Procedure and a completed risk assessment done by a competent person which is **John Bellis (Fire Officer)**. We have a Fire file which all staff and students and volunteers must read and sign to say they have read and understood the fire procedure.

Each room has a fire procedure by the door.

The staff practices a weekly smoke alarm procedure where we test the alarms, we also practice fire drills with the children once a term and record if a child shows distress when this takes place. The emergency lighting is tested for 15 minutes monthly. These tests are done at the weekends when the nursery is closed. The alarm system, Emergency lights & Electrical equipment are annually tested and PAT tested by a registered electrician, the fire extinguishers are also annually tested.

**6 (m) the arrangements made for dealing with complaints about the service, including those made by staff members about quality of care and service recipients welfare issues:**

The nursery has the complaints procedure on display in the porch; it is in the prospectus and in the parent's contract. We have a complaints box outside so any complaints will be confidential. An example of our complaints procedure:

***Complaints Procedure:***

Please contact **Fiona Harcourt or Amy Uren** first with a complaint; we will do everything possible to put the matter right and to give it our full attention. If the complaint cannot be resolved then we will contact our nursery inspector. The nursery reserves the right to cancel a nursery place and to request a parent to remove their child.

Registrations & Inspections Team

Catriona Bradley

1<sup>st</sup> Floor, Belgravia House,

34-44 Circular Road

Douglas

Updated: 15/5/22

IM1 1AE

Tel: 01624 / 642422

[randi@gov.im](mailto:randi@gov.im)

**6 (n) the procedures for the protection and safeguarding of children and vulnerable adults as appropriate:**

As best practice the Police crime control officer has been to nursery and inspected the premises, the outcome was that the nursery is safe and the garden is enclosed. He was happy that we have no hidden areas. All staff are police checked and checked with social services and out of area checks are also done.

**Child protection and safe guarding children.**

**A more in-depth version of our safe guarding children and child protection for parents who are registered with Cranford.**

We would like to inform you of our Child protection policy which conforms to the Isle of Man's Child Protection Committee Agency Procedures and is a legal requirement which we must conform too and is set by social services.

When a member of staff becomes concerned about a child and reports this concern to management then we have no choice but to proceed with the rules set out by government.

Our first procedure is to contact the parent to discuss the issue. If the problem is persistent or the parent has no positive explanation for the concern then the child's condition and parent's explanation will be recorded in a diary which will be completely confidential. (A child's condition can be their physical & emotional state, hygiene, diet and behaviour). Any injuries that the child has on him from home will be recorded in the accident book.

The second procedure is: If the nursery feels they need to pass the problem to the authorities then the child's health visitor is firstly contacted, she will contact the family to offer support, if she feels additional support is required then she will contact social services. If out of hours referrals are made then the duty social worker via the police station will be contacted.

If the concern is bruising (this can be unusual bruising and/or in an unusual place) then the first procedure is to contact the parents, if necessary the parents will be informed that the duty social worker will need to see the bruise to identify if it is a concern. Parents should know that photographs may be taken of the bruising, this is because of the nature of bruising and time is of the essence before the bruise fades.

Examples of unusual bruising can be finger print marks due to rough handling on legs, arms & body or finger print marks at the top inside thighs which may be suspected sexual abuse and hand print marks on the bottom where a child has been hit.

Action taken is never personal but procedures that every nursery are bound by law to follow.

We will always offer the family help and support throughout the procedure working in partnership with family and authorities ensuring the family can address the concerns without feeling isolated.

If you would like more information please contact Fiona.

Parents will be asked to complete an “authorized persons to collect” form this safe guards your child so they are collected by a known person.

The nursery cannot be held responsible for reporting any concerns by following the procedures of child protection and safe guarding, by registering with the nursery parent/guardians are agreeing to our terms and conditions.

#### **“Whistle blowers” policy - Practitioners policy of concern**

All staff is encouraged to alert **Fiona Harcourt or Amy Uren** of any concerns especially if it regards another member of staff and bad practice. The “whistle blower” will remain confidential whilst an investigation takes place. If **Fiona or Amy** cannot sort out the problem then our nursery inspector will be informed of the concern.

#### **6 (o) details of the arrangements for the storage & administration of medicines at the care service:**

##### **Medicine Policy and Procedure**

Cranford Nursery does NOT administer medicines unless the medicine is life threatening such as an inhaler or Epipen.

Where possible the parent **MUST** administer any medicines.

The medicine **MUST** be in the container in which it has been dispensed.

The medicine **MUST** not be decanted into any other container.

The medicines container **MUST** carry the pharmacist’s original label.

All medicines **MUST** be stored correctly following the instructions on the medicine container.

All medicines **MUST** be stored in a locked cupboard or if it is necessary to store the medicine in the fridge it **MUST** be kept in a labelled airtight container.

Written permission **MUST** be obtained from the parent, giving clear instructions about the following;

- The name of the medicine as shown on the pharmacist's label
- The dosage to be given to the child
- The time the dosage is to be given
- Any other instructions; e.g. storage instructions
- A signed permission naming a senior staff member, as the person authorised by the parent to administer the medication following the written instructions
- The parents have administered the initial dose of any medicines. The setting must not administer the initial dose.

**Blanket permission by the parent for the giving of medicine to their child is not acceptable. A fresh permission MUST be received for each specific course of medication.**

If a request is made for the administration of medication which is ongoing (e.g. asthma inhaler) then the agreement forms **MUST** be updated at regular intervals. This would usually be to coincide with the child's General Practitioner's review of the medication.

The following **MUST** be recorded each time medicine is administered to a child:

- Name of the child
- Name of the medicine
- The dosage administered
- The date and time the medicine **IS** given
- Signature of the person administering the medication and witnessing staff member
- Signature of parent acknowledgement that informed medicine given
- Why the child needs the medication for example coughing or breathless.
- The inhaler/Asthma medicine **MUST** be in its box with the G.P.'s instructions of the amount of puffs and the times given.

The nursery will not give inhalers to a child on behalf of a parent "As and when needed" the medicine will only be given as instructed by the child's GP and for a specific reason/condition.

If a child has been in hospital with a suspected asthma attack he/she **MUST** not be returned to nursery until the GP has deemed the child fit again. We will ask evidence of this along with an up to date asthma plan from the child's GP.

Inhalers **MUST** only be given by a senior staff member.

### **Staff Medicine:**

Staff must keep any medicines in a box with a lid and labelled with name and date and keep it in the staff kitchen upstairs in the medicine cupboard.

Please inform management and your team if you are in need of emergency medicine such as an EpiPen or inhaler and we will arrange for you to keep these in a locked cupboard on the nursery floor and closer to you.

All staff will be made aware of any emergency medical conditions of a team member and training for these medical conditions will be done by all staff members.

All staff are required to complete an emergency contacts card in case we need to call a family member.

### **6 (p) details of the arrangements for meeting the service recipients health needs:**

We have an emergency contacts box with the child's emergency contacts, allergies, medical conditions, doctor & health visitor in case of an emergency. We also have an exclusion policy and file which parents are made aware if their child is sent home with an infectious illness, parents are then informed when it is safe to return to nursery.

### **6 (q) the arrangements for setting out a service recipients plan of care and how that plan is reviewed:**

If a child needed special care whether it was medical, physical, educational or behavioural then we would work with parents in partnership to agree a plan of care. This would include working with other agencies and ensure that all staff were aware of the child's needs and relevant staffing put in place.

### **6 (r) details of any specific therapeutic techniques used at the care service & arrangements made for their supervision: N/A**

### **6 (S) the arrangements made for service recipients to engage in their chosen faith:**

The religious beliefs of a child and family will be worked into the curriculum and if necessary into the daily routine.

### **6 (t) details of how the care service intends to respect privacy, dignity and promote independence and choice and if these values are restricted either through judicial process or the service users best interests, the arrangements in place monitor and review such restrictions:**

The nursery has a staff behaviour management policy and all staff are made aware that dignity and respect is vitally important to all children and parents and families.

### **Staff behaviour management policy**

Updated: 15/5/22

All adults will provide a positive role model for children with regard to respect and dignity and courtesy.

Adults are expected to provide positive role models to children at all times, i.e. turn taking, sharing and general social skills. This is the way staff communicates with each other and with the children in their care.

Alongside parents/carers we will have a consistent, calm and friendly approach when dealing with any undesirable behaviour. We will offer the family help and strategies for handling any problems such as head lice, toilet training, conflict or negative behaviour.

The rules for managing behaviour will be explained to all parents and staff for example: we encourage best behaviour by using a sticker reward system. Time out is a chair next to the teacher and if difficult behaviour is continual a daily diary is written for the parents and staff to see if there is a pattern emerging for the behaviour.

Adults will ensure the same rules are applied consistently so the children have security knowing where the boundaries are.

Adults promote positive language. Adults will not shout. Adults will explain why certain behaviour is not acceptable and adults will avoid negative attention but promote positive attention, cuddles are very important and so is a fun safe secure environment.

**Date approved and arrangements for review:**

This document has been reviewed and updated 15/5/22

## INFORMATION SHARING

### Policy Statement

"Sharing information is an intrinsic part of any frontline practitioners' job when working with children and young people. The decisions about how much information to share, with whom and when, can have a profound impact on individuals' lives. It could ensure that an individual receives the right services at the right time and prevent a need from becoming more acute and difficult to meet. At the other end of the spectrum, it could be the difference between life and death."

We recognise that parents have a right to know that the information they share with us will be regarded as confidential, as well as to be informed about the circumstances when, and the reasons why, we are obliged to share information.

If a breach of personal data has been made that is written or processed electronically then we will inform the IOM Information Commissioner within 72 hours of the notice (see Information Commissioners website for more definitions)

“In the case of a personal data breach, the controller shall without undue delay and, where feasible, not later than 72 hours after having become aware of it, notify the personal data breach to the supervisory authority competent in accordance with Article 55, unless the personal data breach is unlikely to result in a risk to the rights and freedoms of natural persons. Where the notification to the supervisory authority is not made within 72 hours, it shall be accompanied by reasons for the delay.”

**We are obliged to share confidential information without authorisation from the person who provided it, or to whom it relates, if it is in the public interest. That is when:**

- It is to prevent a crime from being committed or to intervene where one may have been, or to prevent harm to a child or an adult; or if not sharing it could be worse than the outcome of having shared it.

The decision should never be made as an individual, but with the back-up of the management team. The three critical criteria are:

- Where there is evidence that the child is suffering, or is at risk of suffering, significant harm.
- Where there is reasonable cause to believe that a child may be suffering, or is at risk of suffering, significant harm.
- To prevent significant harm arising to children and young people or adults, including the prevention, detection and prosecution of serious crime.

## Procedures

Our procedure is based on the seven golden rules for information sharing as set out in *Information Sharing: Guidance for Practitioners and Managers (DCSF 2008)*

1 *The Data Protection Act 2018 is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.*

- **Our policy and procedures on information sharing provide guidance to appropriate sharing of information with external agencies.**

2 *Our aim is to be open and honest with the parent or family from the outset about why, what, how and with whom information will, or could, be shared, **and staff and Management MUST seek parental agreement,** unless it is unsafe or inappropriate to do so.*

In our setting we ensure parents:

- Receive information about our *information sharing policy* when starting their child in the setting and that they  
***Sign our Registration Form to say that they understand the circumstances in which information may be shared with their consent (and without their consent this will only be when it is a matter of Safeguarding a child)***
- **have information about our safeguarding Children and Child Protection Policy; and**
- **have information about the other circumstances when information will be shared with external agencies, for example, with regard to any special needs the child may have or transition to school.**

*3 We seek advice if we are in any doubt, without disclosing the identity of the person where possible.*

- **Managers will contact the department of children's social care for advice where we have doubts or are unsure.**

*4 **We share with consent** where appropriate and, on a need to know only basis, and respect the wishes of those **who do not consent** to share confidential information.*

*We may still share information without consent if, in our judgement, that lack of consent can be overridden in the public interest. Our judgement on the facts will be based on the case.*

- Guidelines for consent are part of this procedure.

*5 We will always consider safety and well-being; we will base our information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.*

In our setting we:

- Record concerns and discuss these with the settings designated person which is the Manager Fiona Harcourt
- We record decisions made and the reasons why information will be shared and to whom; and follow the procedures for reporting concerns and record keeping.

*6 We will ensure the information we share is Necessary, proportionate, relevant, accurate, timely and secure: We will ensure that the information we share is necessary for the purpose for which we are sharing it, is shared only with those people who need to have it, and that it is accurate and up to date and is shared in a timely fashion and is shared securely.*

- Our safeguarding children and child protection policy and children's records policy set out how and where information should be recorded and what information should be shared with another agency when making a referral.

*7 We will keep a record of our decision and the reasons for it – whether it is to share information or not. If we decide to share, then we record what we have shared, with whom and for what purpose.*

- Where information is shared, the reasons for doing so are recorded in the child's file; where it is decided that information is not to be shared that is recorded too.

## **Consent**

**Parents MUST be informed that their consent to share information MUST be sought before any information is shared** in most cases, as well as the kinds of circumstances when their consent may not be sought, or their refusal to give consent may be overridden. We do this as follows

- Our policies and procedures set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden.
- We may cover this verbally when the child starts and include this in our parent contract. This policy can also be found on our website.
- Parents sign our Registration Form at registration to say they understand this.
- **Parents are asked to give written consent to share information about any additional needs their child may have, or to pass on child development summaries to the next provider eg school**
- We consider the following questions when we need to share:
  - Is there legitimate purpose to sharing the information?

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- Does the information enable the person to be identified?
- Is the information confidential?
- If the information is confidential, do we have consent to share?
- Is there a statutory duty or court order requiring us to share the information?
- If consent is refused, or there are good reasons not to seek consent, is there sufficient public interest for us to share information?
- If the decision is to share, are we sharing the right information in the right way?
- Have we properly recorded our decision?

All the undertakings above are subject to the paramount commitment of the setting, which is to the safety and well-being of the child. Please also see our Safeguarding Children and Child Protection Policy.

## Legal Framework

Information Sharing: Guidance for practitioners and managers HM GOV July 2018

Data Protection Act (2018)

This policy was adopted by F. Harcourt

Date: 1<sup>st</sup> August 2018

reviewed: 15/5/22

## Confidentiality Policy

We follow the requirements of the

Updated: 15/5/22

General Data Protection Regulation (GDPR)

The Data Protection Act 2018.

The Department of Health and Social Care regulations set under

The Regulation of Care Act 2013 and

The Minimum Standards set by Registration and Inspection Unit

At the nursery we work very closely with children and their families on a day-to-day basis. It is a legal requirement for the nursery to hold relevant information for each child and their families, which remains confidential at all times. This information is used for registers, invoices and emergency contacts.

All confidential records will be stored in a locked cabinet in line with the Data Protection registration.

CONFIDENTIAL ISSUES MAY INCLUDE:

- Child details - Including developmental needs and behaviour.
- Parent details - Including their domestic circumstances.
- Nursery working practices and policies.
- Nursery financial dealings.
- Staff details

PROCEDURE

It is our intention at the nursery to respect the privacy of children and their families which is achieved by:

- Storing confidential records in a locked filing cabinet.

- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery.
- Ensuring that staff are aware that information held for each child is confidential, and only to be used within the nursery setting. If any of this information is requested for whatever reason, the parent's permission MUST always be sought and Written authorisation from the parent MUST be given to discuss sensitive information.
- Ensuring that staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs and ensuring confidentiality is always maintained outside of the nursery.
- Ensuring that any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file. This information must be shared with as few people as possible on a need-to-know basis. If however, a child is considered at risk, the nursery's safeguarding children policy will override confidentiality.
- Ensuring that staff, student and volunteer inductions include an awareness of the importance of confidentiality.
- Ensuring that parents have access to files and records of their own children, but not to those of any other child.
- Gaining parental permission for any photographs of the children to be used within the nursery.
- Ensuring that staff have a professional relationship with all parents and don't become too familiar with particular families within the nursery.
- Ensuring that staff, students and volunteers are aware of, and follow, the nursery's social networking policy in relation to confidentiality.

#### STAFF AGREEMENT

- All areas of confidentiality must be adhered to at all times. At no time whilst in employment and after termination of employment with Cranford Nursery are you to divulge any of our clients details, working practices, policies or financial dealings to any other party.
- When taking on any private baby-sitting arrangements you must remain professional and ensure that confidentiality of the nursery is considered at all times.

Updated: 15/5/22

- No information regarding other children or problems within the organisation is to be discussed with parents when baby-sitting is privately arranged. You must never become too familiar with parents and must ensure that this agreement is adhered to.
- When feedback is given at the end of each child's session you must ensure that it is done in a professional way, giving the parent all the information that they need to know about their child's day.
- You must ensure you are aware of and follow our social networking policy in relation to confidentiality.

If staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, instant dismissal without notice.

## **DATA PROTECTION & PRIVACY POLICY**

Cranford Nursery School needs to gather and use certain information about individuals.

Your Privacy is important to Cranford Nursery School so we have a number of privacy notices which cover how we collect, use, transfer and store your personal information.

All your personal information shall be held and used in accordance with The General Data Protection Regulation 2018

Cranford Nursery School is the data controller of your Information.

Cranford Nursery School is committed to protecting all individual's rights of freedom and privacy.

### **Why this policy exists**

This data protection policy ensures Cranford Nursery School:

- Complies with data protection law and follows good practice.
- Protects the rights of staff and customers.

Updated: 15/5/22

- Is open about how it stores and processes individual's data.
- Protects itself from the risks of a data breach.

### **Policy Scope**

This policy applies to:

- All staff and volunteers of Cranford Nursery School.
- All contractors, suppliers and other people working on behalf of Cranford Nursery School.
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It applies to all the data that the company holds relating to identifiable individuals, even if that information technically falls outside the General Data Protection Regulation Act 2018. This can include:

- Names of individuals.
- Postal addresses.
- Email addresses.
- Telephone numbers.
- Plus any other information relating to individuals.

### **Storage of Data**

The data you provide to us will be stored in our software systems.

Personal data held within a software system will be securely protected with individual logins, which will only be given to those who need to access the data.

### **Your data subject rights**

You may request access to all your Information that we collect online and maintain in our database by emailing us at the following address: [cranfordnursery@yahoo.com](mailto:cranfordnursery@yahoo.com)

Updated: 15/5/22

We are obliged under GDPR to complete your request free of charge and within 1 month of receipt of the request

This privacy policy sets out how Cranford Nursery uses and protects any information that you give the nursery and when you use our website and Face Book site.

Cranford is committed to ensuring that your privacy is protected. Our website does not allow for you to be identified or to give any personal information.

Our Face Book is a closed Parents only group, please ensure you have your own personal security settings in place on your account. We do share photographs on our Facebook page and for advertising please inform nursery in writing if you do not want your child on the these.

Should we ask you to provide certain information on paper by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

Cranford may change this policy from time to time by updating this policy. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st August 2018

### **What we collect**

We collect the following information:

- Name, address & Contact information including email address.

### **What we do with the information we gather**

Our registration forms gather information from you so that we can understand your needs and provide you with a better service, we use this information for:

- Internal record keeping.
- We may use the information to improve our products and services.
- We use the information to contact you.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we do not collect your personal information on line via our website.

### **Cookies**

We do not use cookies.

Updated: 15/5/22

Our website does not contain links to other websites. It does link you to our inspection report.

### **Controlling your personal information**

We do not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the Isle of Man Data Protection Act 2018. A small fee will be payable. If you would like a copy of the information held on you please write to Fiona Harcourt, 116 Woodbourne road, Douglas IM2 3BA.

If you believe that any information we are holding on you is incorrect or incomplete, please write or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

**Cranford nursery reserves the right to terminate a parents contract with immediate effect and withdraw a nursery place. A letter of immediate notice will be given to the parent stating that the nursery place has been withdrawn.**