

PRIVACY POLICY

INTRODUCTION

We ask that you kindly read the privacy statement provided as it sets out how we collect, store, and use any personal data retrieved. LUV Nurseries carefully considers how we collect any personal data in accordance with the latest general data protection regulations. Our organisation continuously aims to respect all data to ensure it is kept safe and secure, the data is most commonly collected for us to deliver our services to you in regard to childcare requirements.

INFORMATION LUV NURSERY COLLECTS

We collect personal information about you in the following ways:

- When the information is voluntarily provided through the website for the purpose of making an enquiry or arranging a viewing with us, either to our nursery or head office. In addition, information may be collected if you're applying for work, volunteering, or trying to communicate with us through email or via telephone.
- We may process information relating to bank transactions where necessary, this can include any payments made through the website for goods and services.
- From time-to-time LUV Nurseries may receive information about you from other sources such as credit reference agencies or Disclosure and Barring Service. The third parties who engage are entitled to share your information in assistance, this gives us a greater opportunity to provide our services, improve or personalise our service to you.

The personal information obtained may include the following:

- Name
- Your IP Address
- Date of Birth
- Email
- Telephone Number
- Information about the mobile device or technology used to access the website along with geographical location.
- National Insurance Number
- Ethnicity, Language Spoken and Nationality
- Is it possible that images may be captured from our fully operating CCTV in place and retained for a short period of time.
- Immigration/Emigration Detail
- Marital Status
- Contact Preferences

HOW WILL WE USE THE INFORMATION ABOUT YOU

LUV nurseries Limited will minimise the collection of personal data to what is absolutely necessary, although we still require specific information to provide high quality customer service. We ensure this is all kept within the law and in accordance with the latest government legislation and standards. More often than not we will use your personal data in the following scenarios:

- To operate and function our site.
- To sufficiently improve customer service with response to requests as well as assisting support needs efficiently and effectively.
- To process and deliver any childcare services purchased.
- To acknowledge when services are required, and information is needed in a sufficient manner.
- To fulfil tax and other financial requirements such as paying a salary
- Donations to allow us to widen our reach and further support our charitable work through fundraising and events.
- For the organisations defence and enforcement of legal claims. Ultimately, it is important to know that under no circumstances will we share your personal information with any other third party.

LINKS AND THIRD PARTIES

Specifically, if you are a parent or career who receives government funding, then we will collect personal data from the government on your eligibility for the funding. On the other hand, the government may want our organisation to share personal data with them for law enforcement purposes and safeguarding. Users of this web page could potentially find advertising or additional links to sites and services from sponsors, suppliers or other third parties, however we are not in control of the content or links which appear; therefore, we take no responsibility for the application and exercise of these sites which are potentially linked to ours. External websites will have their own privacy policy which has no direct link with ours. Moreover, third party marketing companies can supply our organisation with contact details for individuals who have consented to receiving marketing material, you have the right to exclude yourself from receiving any material, but you will need to contact the marketing company directly.

HOW LONG DO WE KEEP YOUR PERSONAL DATA?

LUV nurseries will only keep any personal data for as long as necessary for the purpose of which it was obtained for under law. Personal data is exceptionally important to us, our company takes immense care by implementing security measures to guarantee protection. These measures include secure servers with features to prevent unauthorised access. Only trained professionals within our organisation have access to personal data, otherwise there could be a potential data breach. When the retention period is finished, any personal data will be deleted entirely.

COOKIES AND GOOGLE ANALYTICS

Like majority of websites our web page uses cookies. These are not damaging in any way but do assist in providing a more efficient and secure service for you. These cookies do not identify you directly but help us gain a greater understanding of how many people visited certain parts of the web page. This is performed through google analytics to help evaluate the website on a whole. You may refuse the cookies if you wish; however, it is important to note that you may not have a fully functional web page. If you have any more queries on cookies there are a number of articles across the internet which will give you a broader understanding.