

Data protection and privacy policy

As you may be aware the law relating to data protection is changing as of the 25th May 2018. GO Kids takes data protection seriously. Please do not hesitate to contact us with any questions you have in relation to how your data is protected, stored and managed. Once data is no longer needed, we will destroy it securely. Please be aware that we will never distribute your data without your consent and we will not share it with any third parties.

You can opt out of any newsletter/email information at any time by emailing us at gokids@btconnect.com.

Data protection policy

We are committed to protecting personal data and this policy sets out how we will implement that commitment with respect to the collection and use of personal data. We will ensure we comply with the eight principles of the Data Protection Act 1998 listed below and meet the legal obligations set out in the act.

Data Protection Act principles

- Personal data shall be processed fairly and lawfully.
- Personal data shall be obtained for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
- Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
- Personal data shall be accurate and, where necessary, kept up to date.
- Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or purposes.
- Personal data shall be processed in accordance with the rights of data subjects under the Data Protection Act 1998.
- Appropriate technical and organisational measures shall be taken against unauthorised and unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
- Personal data shall not be transferred to a country or territory outside of the United Kingdom unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.
- We are committed to:
 - Ensuring data is collected and used fairly and lawfully.
 - Processing personal data only in order to meet our operational needs or fulfil legal requirements.
 - Taking steps to ensure that personal data is up to date and accurate.
 - Establishing appropriate retention periods for personal data.
 - Ensuring that data subjects' rights can be appropriately exercised.
 - Providing adequate security measures to protect personal data.
 - Ensuring that a nominated officer is responsible for data protection compliance and provides a point of contact for all data protection issues.
 - Ensuring that all staff are made aware of good practice in data protection.
 - Providing adequate training for all staff responsible for personal data.
 - Ensuring that everyone handling personal data knows where to find further guidance.
 - Ensuring that queries about data protection, internal and external to the organisation, are dealt with effectively and promptly.
 - Regularly reviewing data protection procedures and guidelines within the organisation.

Privacy Policy

In this policy "us", "we" or "our" means GO Kids.

What kind of information we collect

In general, the personal information we collect includes (but is not limited to) name, contact details, medical conditions and any additional needs. Employment, education details and PVG (Protection of Vulnerable Group) details if you are a member of staff.

How we collect information

We may collect your personal information from a variety of sources, including our waiting list and registration forms or when you communicate with us in writing, by email or telephone. If at any time you provide personal or other information about someone other than yourself, you warrant that you have that person's consent to provide such information for the purpose specified.

Why we collect information

The primary purpose for which we collect information is to ensure we can provide your child with the best care and to be able to contact you or another named person when needed. We also collect information to get in touch with you regarding news, events and upcoming holiday clubs. We may state a more specific purpose at any point when we collect your information.

If you do not wish to receive communications from us, we may not be able to support you adequately with information.

How we use information

In addition to the primary purpose outlined above, we may use the personal information we collect, and you consent to us using your personal information to:

Provide you with news and information

Personalise and customise your experiences

Communicate with you, including by email, mail or telephone

To investigate any complaints about or made by you, or if we have reason to suspect that you are in breach of any of our terms and conditions.

How we disclose information

We may disclose personal information, and you consent to us disclosing your personal information, to third parties: as required or permitted by law.

Opting in and out

You will be given the opportunity to “opt out” from receiving communications from us. Please email gokids@btconnect.com if you wish to “opt out”. If you receive communications purporting to be connected with us that you believe have been sent to you other than in accordance with this policy, or in breach of any law, please let us know about this.

Management and security

Other than in relation to Non-Confidential Information, we will take all reasonable steps to protect the personal information that we hold from misuse, loss, or unauthorised access, including by means of firewalls, password access, secure servers and lockable cabinets.

However, you acknowledge that the security of communication sent by electronic means or by post cannot be guaranteed. You provide information to us via the internet or by post at your own risk. We cannot accept responsibility for misuse or loss of, or unauthorised access to, your personal information where the security of information is not within our control.

You acknowledge that we are not responsible for the privacy or security practises of any third party (including third parties that we are permitted to disclose your personal information to in accordance with this policy or any applicable laws). The collection and use of your information by such third parties may be subject to separate privacy and security policies.

If you suspect any misuse, loss or unauthorised access to your personal information, please let us know immediately.

Accessing and updating your personal information

You can seek access to and update the personal information we hold about you. If you make an access request, we will ask you to verify your identity.

We request that you keep your information as current as possible so that we may continue to improve the service of the portal and support we can offer you.

How to contact us

If you wish to seek access to personal information we hold, or you have any questions or complaints about how we collect, use, disclose, manage or store your personal information, you can contact us directly: gokids@btconnect.com.