Privacy Notice - Visitors

Current version approved by Manager	**June 2026**
Current version approved by Board	**June 2026**
Review of policy	**As and when required, this policy will be reviewed and updated**

How we use Visitor Data

Under data protection law, individuals have a right to be informed about how the Pavilion Day Nursery (the Nursery) uses any personal data that we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about **visitors**.

The Nursery is the 'Data controller' for the purposes of data protection law.

1. The Personal Data we Process

We process data relating to those visiting the Nursery. Personal data that we may collect, use, store and share (when appropriate) about you includes, but is not limited to:

- Name;
- Company/Institution details;
- Vehicle registration details;
- Closed-circuit television (CCTV) images;
- Disclosure and Barring Service details;
- Recordings of inbound and outbound calls captured via the Nursery's telephone system;
- Photo ID;
- Relevant medical information: such as physical or mental health conditions, including any disabilities for which the organisation needs to make any reasonable adjustments to fulfil its duty of care;
- Data about your use of Nursery information and communications systems.

2. Why we Process this Data

The purpose of collecting and processing this data is to help us run the Nursery efficiently, including but not limited to:

- Running the Nursery in an effective and efficient manner.
- Fulfilling our legal obligations in relation to Keeping Children Safe in Education;
- Informing our operational procedures;
- Complying with the law regarding data sharing.

3. The Lawful Basis for Processing this Data

This section contains information about the legal basis that we are relying on when handling your information. These are defined under data protection legislation and for personally identifiable information are:

- Processing is necessary to comply with the legal obligations of the Nursery;
- Processing is necessary for tasks in the public interest or exercise of authority vested in the Nursery.

4. How we Store this Data

Your data will be stored securely in the Nursery's office or data systems, then removed and held in a secure filing system in line with our Data Retention Schedule.

5. Who we Share this Data with

In order for us to legally, effectively and efficiently function we are required to share data with appropriate third parties, including but not limited to:

- Ofsted - during the course of an inspection;
- Security organisations - to create a secure environment for all
- Our auditors, to ensure compliance with our legal obligations;
- Public bodies, such as NHS England;
- Professional advisers and consultants - for us to develop our services and best provide our public service;
- Police forces, courts, tribunals and security services.

6. Data Protection Rights

Individuals have a right to make a 'subject access request' to gain access to personal information that the Nursery holds about them.

If you make a subject access request, and if we do hold information about you, we will:

- Give you a description of it;
- Tell you why we are holding and processing it, and how long we will keep it for;
- Explain where we got it from, if not from you;

- Tell you who it has been, or will be, shared with;
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this;
- NOT provide information where it compromises the privacy of others;
- Give you a copy of the information in an intelligible form.

You may also have the right for your personal information to be transmitted electronically to another organisation in certain circumstances.

In most cases, we will respond to subject access requests within 1 month, as required under data protection legislation, however we are able to extend this period by up to 2 months for complex requests or exceptional circumstances.

Your other rights regarding your data

You may:

- Withdraw your consent to processing at any time (this only relates to data for which the Nursery relies on consent as a lawful basis for processing);
- Ask us to rectify, erase or restrict processing of your personal data, or object to the processing of it in certain circumstances and where sufficient supporting evidence is supplied;
- Prevent the use of your personal data for direct marketing;
- Challenge processing which has been justified on the basis of public interest, official authority or legitimate interests;
- Request a copy of agreements under which your personal data is transferred outside of United Kingdom;
- Object to decisions based solely on automated decision making or profiling (decisions taken with no human involvement, that might negatively affect you);
- Request a cease to any processing that is likely to cause damage or distress;
- Be notified of a data breach in certain circumstances;
- Refer a complaint to the ICO;
- Ask for your personal data to be transferred to a third party in a structured, commonly used and machine-readable format (in certain circumstances).

The Nursery will comply with the data protection legislation in regard to dealing with all data requests submitted in any format, although individuals are asked to preferably submit their request in written format to assist with comprehension.

Requests should include:

- Name of individual
- Correspondence address
- Contact number and email address
- Details of the request

If you would like to exercise any of the rights or requests listed above, please contact the Nursery at nursery@paviliondaynursery.co.uk who will forward your request to the Nursery Manager. We will provide a form for you to complete that specifies the information we will need to act on a request.

We reserve the right to verify the identity of the person making the request by asking for photo ID. If this proves insufficient, then further ID may be required.

Article 22 of the UK GDPR has additional rules to protect individuals from decisions made solely for the purpose of automated decision-making and profiling. The Nursery does not carry out any automated decision-making and/or profiling.

7. Data Protection Breaches

If you suspect that you or someone else's data has been subject to unauthorised or unlawful processing, accidental loss, destruction or damage, we ask that you please contact the Nursery at nursery@paviliondaynursery.co.uk and advise us without undue delay.

8. Complaints

We take any complaint about our collection and use of personal information very seriously. If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with the Nursery Manager in the first instance via Email: nursery@paviliondaynursery.co.uk, Telephone: 01932 780005, or Post: Pavilion Day Nursery, The Ridings, Sunbury, Middlesex, TW16 6NX.

This complaint may be assessed by an independent external advisor, with a final response provided within 30 days.

If you are unhappy with our final response, you can refer the matter to the Information Commissioner's Office:

- Report a concern online at https://ico.org.uk/concerns/
- Call on 0303 123 1113, or
- Write to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

9. Contact Us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact the Nursery Manager at nursery@paviliondaynursery.co.uk.

10. Changes to this Privacy Notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.