



# Romsey Opportunity Group

Registered Charity No. 266330

## Privacy and Cookie Policy

This policy has been adopted by the Trustees of Romsey Opportunity Group	
Date Approved	1 March 2025
Review Date	1 March 2027
Name of Chair	Dick Hewett (acting)
Signed by Chair	

**Romsey Opportunity Group are continually committed to ensuring that your privacy and the privacy of the children in our care is protected.**

Under data protection law, individuals have a right to be informed about how the Romsey Opportunity Group (the 'Data Controller') uses any personal data that we hold about them. We comply with this right by explaining within this document who we are, what personal data / information we hold, how we collect it, store it, use it and how we might share it.

### Who we are?

Romsey Opportunity Group is a well-established, Hampshire based children's charity. We are a Voluntary based group, providing childcare for children with additional needs and disabilities and we are registered and inspected by Ofsted. We provide a safe and secure space where children with additional needs and disabilities can have fun, build relationships, learn and flourish. We provide respite for parents and support for families in challenging times.

In this privacy notice, references to 'we' or 'us' means the Staff and Trustees of Romsey Opportunity Group.

### What personal information do we collect and use?

Personal data that we might collect, use, store and share could include:

- Child's name, address, gender, age, date of birth
- Staff, Volunteer and Parent's names, addresses, email addresses, contact details
- Email addresses of our charity supporters
- Who has parental responsibility for a child
- Names of other children within a family

- Emergency contact details
- Contact details for relevant professional services, such as GP, Health Visitor, Portage Worker, Physiotherapist, Speech and Language Therapist, EHCP Case Worker etc
- Any relevant documentation or details from the above
- Observational records & assessments related to a child's development
- Characteristics, such as ethnic background, home language, religion or information relating to a child's special educational needs
- Details of medical conditions or allergies
- Attendance information
- Attendance at other early years settings
- Safeguarding documentation
- Photographs
- Data relating to recruitment / employment, e.g. Bank details, NI number, professional development, training records

### **How do we use your personal information?**

Any data collected will be used to:

- Support your child's development
- Monitor and report on your child's progress
- Share information about activities in our setting
- Contact a named person in an emergency
- Share with other professionals where appropriate
- Provide appropriate pastoral care
- Assess the quality and efficiency of our services
- Build supportive networks for communication for parents / volunteers
- Share our termly newsletter
- Carry out our duty of care to employees through target setting, appraisals, pay etc

Any data collected / stored at Romsey Opportunity Group will be treated as strictly confidential.

Through our website, we might also collect data in the following ways:

- Where we collect personal data via our website, we will be upfront about it, and it will be obvious to you that you're providing personal data and how we will be using it.
- When someone visits our website [www.romseyopgroup.org.uk](http://www.romseyopgroup.org.uk) we make use of the Google Analytics service to collect standard information about visitors to our site (e.g. which pages you viewed). The data provided by Google Analytics is anonymised and in no way enables us to identify individual visitors, however, Google Analytics will place a cookie on your device to enable the service. For more information about how Google Analytics cookies work on websites visit: <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>
- Our website uses Wordpress as the content management system (CMS). Wordpress uses a number of cookies for the functionality of the site. Details about what cookies Wordpress may place on your device can be found here: <https://developer.wordpress.org/advanced-administration/wordpress/cookies/>. If you wish to not allow cookies, most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set, visit <https://allaboutcookies.org/>.
- Any information you provide through our online referral or contact us form will be used solely for the purpose of registering your child with a place at ROG and yours and your child's data will not be shared with third parties without your consent, except as required by law. When you submit the form, a notification email is sent to the relevant team within our

charity. No copy of the data you submit is stored anywhere other than on our secure system and the website database. As our site uses SSL (https), any data you submit using the referral or contact form will be encrypted once you press the "Submit" button.

- We use a third-party supplier, Clook to host our website. Whilst generally they would have no need to access our website content or database, it is possible they may from time to time mainly for support queries. We are assured the hosting provider is GDPR compliant.

### **Who do we share your personal information with?**

We do not share personal information about children, parents/carers, volunteers or staff with any third party without consent, unless the law and our policies require us to do so.

We may share personal details with:

- A child's family / representatives
- Other parents / volunteers with prior permission
- Learning journal platform
- Other professionals supporting a child, for example a Health Visitor, other Early Years Settings, Schools, other Health or Education Professionals
- Safeguarding Team, Police, Courts, Tribunals
- Ofsted

### **How do we keep your data and for how long?**

We have strict security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to personal data and those processing data will do so only in an authorised manner and are subject to a duty of confidentiality. Data is stored electronically and on paper. To maintain confidentiality and security, all paper files are kept in locked cabinets in the office which also has a lockable door. Our online storage, phones and all other electronic devices are password protected and computer records which contain sensitive personal data are also password protected.

Unless stated elsewhere in this document or in our terms of services, we only store the data necessary to provide our services to families, keep records of our staff, trustees and volunteers and to share news with our supporters. Whenever photos are transferred to mobile devices through the use of WhatsApp, for example, they are transferred to the secure network and deleted immediately. We are required to keep some information relating to children after they have left our setting. We will keep this data for as long as it is lawful for us to do and dispose of it securely at the correct time.

### **What are your rights?**

Under current data protection legislation in the UK, you have rights as an individual which you can exercise in relation to the data we store and process about you. You can find more information about your rights on the Information Commissioner's website: <https://ico.org.uk/for-the-public/>

These rights include:

- Object to the use of personal data if it would cause, or is causing, damage or distress
- Ask to be removed from our mailing list
- Object to decisions being taken by automated means (by computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
- Claim compensation for damages caused by a breach of the data protection regulations
- Make a 'Subject Access Request' to gain access to personal information that Romsey Opportunity Group holds about them and/or their child

To exercise any of these rights, please contact the Opportunity Group Manager.

**What should you do if you wish to complain?**

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or you have any other concern about our data processing, please raise this with us in the first instance. To make a complaint, please contact:

**Pauline Buckley**  
*Manager of Romsey Opportunity Group*  
[manager@romseyopgroup.org.uk](mailto:manager@romseyopgroup.org.uk)

Alternatively, you can make a complaint to the Information Commissioner's Office in the following ways:

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

**What will happen in the event of changes taking place to this privacy notice?**

We may change or update elements of this privacy notice from time to time or as required by law. The most current version of our privacy notice is available on our website at [www.romseyopgroup.org.uk](http://www.romseyopgroup.org.uk).