Starting Life Well Service – Privacy Notice

Our privacy notice explains how the Starting Life Well Service manages your information and explains:

- What we do
- Why we ask for information
- What information we hold
- How we make sure your information is kept safe
- Who may see your information and why

What is the Starting Life Well Service

The Starting Life Well service is part of Salford City Council’s People Directorate. The focus of the service is about:

- Delivering its Statutory duties under the Childcare Act 2006 and Childcare Act 2016
  - Childcare information and related matters
  - Securing 30 hours childcare for working parents
  - Secure free childcare places (15 hours) for some two and all three and four year olds
  - Secure sufficient childcare for working parents
  - Secure information, advice and training for early years childcare providers

- Delivering its Statutory duties under the Children and Families Act 2014
- Equality Act 2010
- SEN Code of Practice 2015
  - Childcare provision to meet the needs of children with SEND
  - Financial support to childcare providers supporting children with SEND
  - Area Senco support for childcare settings

Why do we need your information?

We are required by law to hold some types of information. We record and store this to:

- Give you access to the Citizen/Family Portal where you can manage your funded childcare applications
- Give you access to information to support your childcare needs
- Ensure access to childcare information to make informed decisions
- Ensure children have access to funded childcare places
We also offer non-statutory services, such as:

- Information, advice and guidance on learning & development and assessment
- Collection of EYFS Development data from childcare providers to inform setting support and guidance

**What information do we hold?**

We hold personal and childcare organisation information in order to discharge our statutory duties, including:

- Name
- Address
- Date of Birth
- Contact details (telephone/email)

We may also hold more sensitive information in order to discharge our statutory duties, including:

- National Insurance information
- NASS numbers
- Tax Credit/benefit information
- SEN information

**How do we protect your information?**

We are under a legal duty to keep your electronic or paper records confidential and secure, whether storing, sharing or disposing of it. Staff who are authorised to have access to our systems, including the provider portal have been trained in using those systems within the law and within rules applies by Salford City Council and the Starting Life Well service on data security and information sharing.

We also aim to make sure that all information is accurate and as up to date as possible. We have given you secure access to the Provider Portal to enable you to update your information, manage your funded childcare place and provide information which will enable us to make payments to you.

**When we may share information and why?**

We share some prescribed information, relating to the statutory information duty, with parents/carers who are looking for registered childcare. We have a legal duty to share funded childcare data with the Department of Education (DfE) via the mandatory Early Years Census return. We also have a legal duty to share some information with Ofsted (the childcare regulator) when any breach of the EYFS has occurred) to safeguard children. If we wish to share other information outside of the scope of our statutory duties we would gain your consent, unless it is to prevent fraud or a crime being committed or related to safeguarding. We may also share information that has been anonymised or aggregated so that it can no longer be used to identify a specific person or service.
Our commitments to you

- Any personal or sensitive information about you will be stored securely in electronic or paper form
- We will protect your information from being misused and treat your information with the highest standards of confidentiality
- Your records will be updated with any changes to ensure information is as accurate and up to date as possible. Remember we need your help in this respect.
- We will ask for permission to share information, unless the law or our statutory duties says differently
- We will let you know why we are using your information – and we will only use it for those purposes
- We will not ask you about anything which is not relevant to your involvement and participation in the service or the support you need at the time.
- We will keep records for as long as the law or statutory duties states.
- Your records will be safely archived or destroyed according to Salford City Council and Starting Life Well service Retention Schedule.

Accessing your information

You are entitled to know what information we hold about you or your childcare service. If you find that any of this information is wrong you can correct it yourself via the Provider Portal or tell us so we can correct it for you.

If you have a query or complaint about how we use your information please contact:

Salford City Council
Starting Life Well service
First floor Swinton Gateway
100 Chorley Road
Swinton
M27 6BP
Email: slw@salford.gov.uk