



PRIVACY NOTICE

Ohana Centre Ltd

DATA CONTROLLER

Ohana Centre Ltd is the Data Controller for the personal data you provide.

Contact details:

Ohana Centre Ltd
262 Fulham Road
London
SW10 9EL

Email: reception@ohanacentre.co.uk
Telephone: 020 8150 8180

If you have any questions about how your data is handled, please contact us using the details above.

DATA PROTECTION RESPONSIBILITY

Responsibility for data protection and information governance at Ohana Centre rests with the Managing Director.

Contact person:

Alba Arenas Martín
Managing Director

INTRODUCTION

Ohana Centre Ltd is committed to protecting the privacy and security of personal data relating to children and their families. We handle all personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.



This privacy notice explains what information we collect, why we collect it, how we use it, and how we keep it safe.

WHAT PERSONAL INFORMATION WE COLLECT

We collect personal information about children and parents in order to provide safe and appropriate childcare and early education.

Information we collect about your child may include:

- Name
- Date of birth
- Address
- Health and medical information
- Developmental information
- Special educational needs or disabilities (SEND)
- Dietary needs or allergies
- Emergency contact details
- Records of attendance, progress and development

Where relevant, we may also receive information from external professionals such as:

- Health visitors
- Speech and language therapists
- Occupational therapists
- Social care professionals

If applicable, we may receive copies of:

- Child protection plans



- Health care plans
- EHCP documentation
- Other professional reports relating to your child's development or wellbeing.

Information we collect about parents or carers may include:

- Name
- Home address
- Contact telephone numbers
- Email address
- Emergency contact details
- Details of parental responsibility
- Court orders relating to the child (if applicable)

This information is normally collected directly from parents or carers through registration forms and admissions processes.

FUNDED CHILDCARE INFORMATION

Where families apply for government funded childcare, we may collect:

- National Insurance number
- Unique Taxpayer Reference (UTR) for self-employed parents
- Confirmation of eligibility for funded childcare
- Information required by the local authority funding system.

WHY WE COLLECT AND USE THIS INFORMATION

We use personal information in order to provide safe and effective childcare and early education.



This includes using information to:

- Ensure the safety and wellbeing of children
- Provide care tailored to each child's individual needs
- Support children's learning and development
- Identify additional needs and provide appropriate support
- Communicate with parents about their child's progress
- Contact parents in the event of an emergency
- Apply for government childcare funding where applicable
- Maintain records required by Ofsted and early years legislation.

Our lawful basis for processing this information includes:

- Contractual obligation – to provide childcare services
- Legal obligation – to meet safeguarding and regulatory requirements
- Legitimate interests – to ensure safe and effective childcare
- Consent – for specific activities such as photographs or videos.

PHOTOGRAPHS AND VIDEOS

With parental consent, we may take photographs or videos of children as part of learning records and documentation of activities.

Parents can withdraw consent for the use of images at any time by notifying the setting in writing.

SAFEGUARDING RESPONSIBILITIES

We have a legal duty to share information where there are concerns about the welfare or safety of a child.



In these situations, information may be shared with appropriate safeguarding authorities including:

- Children's social care
- Police
- Health professionals
- Local safeguarding partnerships

WHO WE MAY SHARE INFORMATION WITH

In order to provide our services and meet legal requirements, we may share information with:

- Ofsted, during inspections or investigations
- Local authorities, where funding or SEND support is involved
- Schools, when children transition to their next setting
- Therapists and other professionals involved in supporting your child
- Insurance providers where required
- Childcare management software providers where data is securely stored

We will only share information where it is necessary, lawful and proportionate.

We never sell personal data or allow third parties to use it for marketing purposes.

HOW WE KEEP YOUR DATA SAFE

We take appropriate measures to ensure personal information is protected.

This includes:

- Secure digital storage systems
- Restricted staff access to sensitive information
- Secure password-protected software systems



- Staff training on data protection and confidentiality

HOW LONG WE KEEP INFORMATION

Children's records are normally retained for up to 6 years after a child leaves the setting.

Some records may be kept longer where required by law, including:

- Accident and medication records
- Safeguarding records
- Legal documentation

Learning and development records are normally provided to parents when a child leaves the setting.

AUTOMATED DECISION MAKING

Ohana Centre does not make decisions about children based solely on automated systems.

YOUR RIGHTS

Under UK data protection law, parents have the right to:

- Request access to personal information held about them or their child
- Request correction of inaccurate information
- Request deletion of personal data where appropriate
- Restrict how personal data is used
- Request transfer of personal data to another organisation

Requests can be made by contacting the nursery directly.



COMPLAINTS

If you have any concerns about how your data is handled, please contact us.

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.org.uk

POLICY REVIEW

Policy adopted: 23 December 2022

Last reviewed: 25 November 2025

Reviewed by:

Alba Arenas Martín
Managing Director

Next review: November 2026