

19. Privacy Notice for Parents, Carers and Children

Purpose	To explain in clear language how Help n Care uses personal information.
Applies to	Website visitors, enquirers, parents, carers and child participants using the SEND programme.
Policy owner	Data Protection Lead
Review	At least annually and sooner following an incident, legal change or material service change. Next scheduled review: August 2027.

HELP 'N CARE CLEANING AND CARE SOLUTIONS LTD, trading as Help n Care Solutions, company number 15401445, is the data controller for information processed for Vale Blooming Kidz Adventures, a SEND only activity programme for children and young people aged 8 to 16. Contact: Office 16, 91 High Street, Evesham, England, WR11 4DN; info@helpncaresolutions.com; 01386 365106.

Information we may collect

- Parent or carer identity and contact details
- Child name, date of birth, address and emergency contacts
- Attendance, bookings and payment information
- SEND, disability, communication, sensory and support information
- Because Vale Blooming Kidz Adventures is SEND only, this information is central to assessing suitability, planning support and managing safety, and is restricted to people who need it for those purposes.
- Health, allergies, medication and dietary information
- Safeguarding, accident, incident and risk assessment records
- Photographs or video where the relevant permission has been given
- Website and device information generated through essential and permitted cookies
- Correspondence, complaints and feedback

Why we use it and lawful bases

Depending on the purpose, Help n Care relies on steps requested before a contract and performance of a contract, compliance with legal obligations, legitimate interests in safely operating and improving the service, and vital interests in an emergency. Where special category information such as health or disability data is processed, Help n Care also identifies an Article 9 condition, which may include explicit consent for support planning, vital interests in an emergency, or substantial public interest conditions for safeguarding where applicable. Safeguarding information may be shared without consent where necessary and lawful to protect a child.

Who we may share information with

- Authorised Help n Care staff who need the information for their role
- Activity venues where necessary for safe participation
- Emergency services and health professionals in an emergency

- Worcestershire childrens social care, police, DBS or other safeguarding bodies where necessary or legally required
- Payment, IT, website and secure storage providers acting under appropriate contractual controls
- Insurers, professional advisers or regulators where necessary

Your rights

Individuals may have rights of access, rectification, erasure, restriction, objection and data portability depending on the circumstances and lawful basis. Concerns can be raised with Help n Care first and individuals also have the right to complain to the Information Commissioners Office. Children have data protection rights in their own right; information and requests will be handled in an age appropriate way.

Retention

Information is retained according to the Records Retention Schedule in this pack, taking account of safeguarding, legal, insurance and operational needs. Records are not kept indefinitely without a documented reason.