



Privacy Policy

At BAND Ltd we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information, how we use it and how we keep it secure.

We may change this Policy from time to time so please check our website occasionally to ensure you're happy with any changes.

Any questions regarding this Policy and our privacy practices should be sent by email to admin@bandltd.org.uk or by writing to BAND Ltd., FREEPOST 9362, Bristol. BS2 9BR. Alternatively you can telephone 0117 954 2128.

Who are we?

The Bristol Association for Neighbourhood Daycare Ltd (BAND Ltd) is an umbrella organisation that supports and develops childcare provision in and around Bristol. We provide a wide range of services to childcare providers and those working with children and their families. As well as working locally, BAND also plays an active role in national initiatives in the fields of childcare, play provision and working parents' issues, working closely with key agencies.

We are a registered charity (no. 1017307) and company limited by guarantee (no.2784577). The registered office is Scrapstore House, Sevier Street, St. Werburghs, Bristol, BS2 9LB.

Who is our Data Controller?

Our Data Controller is Paul Dielhenn and can be contacted by email at admin@bandltd.org.uk or by writing to BAND Ltd., FREEPOST 9362, Bristol. BS2 9BR. Alternatively you can telephone 0117 954 2128.

How do we obtain information from you?

We obtain information from you when you apply for or renew your BAND membership or when you request our support services.

What type of information is collected from you?

The personal information we collect might include your name, address, email address and phone number.

What is our Lawful Basis for processing?

BAND Ltd will process your information on the basis of Consent i.e. you have willingly given us the information in order to access our services.

How is your information used?

We may use your information to:

- Carry out our obligations from any contracts or agreements entered into by you and us,
- Inform you of changes in legislation and regulation pertinent to the childcare sector.



- Seek your views or comments on the services we provided,
- Notify you of any changes to our services,
- Send communications which you have requested and that may be of interest to you.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us or agreement you have with us.

Who has access to your information?

We will not sell your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass you information to our third party service provider, agents, subcontractors and other associated organisations for the purpose of providing services to you on our behalf (for example a training provider or tutor). However, when we use third party service providers we only disclose the information that is necessary to deliver the service. Please be reassured that we will not release your information to third parties unless you have requested us to do so, or if we are required to do so by law.

Third Party Providers we work in association with: We work closely with various third party providers to bring you a range of services, designed to meet the needs of the childcare sector. The relevant third party provider will use your details to provide you with the service you have requested.

We may transfer your personal information to a third party if we're under a duty to disclose your personal data in order to comply with any legal obligation. However, we will take steps with the aim of ensuring your privacy rights continue to be protected.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do want to receive information from us please contact us using the details below.

How can you access and update your information?

The accuracy of your information is important to us. If you change your email address or any other contact details please email admin@bandltd.org.uk or write to BAND Ltd., FREEPOST 9362, Bristol. BS2 9BR. Alternatively you can telephone 0117 954 2128.

You have a right to ask for a copy of the information that BAND Ltd hold about you. To request this information please contact us via the details above.

What security precautions are in place to protect the loss, misuse or alteration of your information?

When you give us personal information we take steps to ensure that it's treated securely. Some information may be transmitted over the internet and this can never be guaranteed 100%. As a result, while we strive to protect your personal information, we cannot guarantee the security of any



information you transmit to us, and you do so at your own risk. Once we receive the information we make our best efforts to ensure its security on our systems.

How can I make a complaint?

We will make every effort to ensure any complaint you have about the way your personal information has been handled is dealt with as quickly as possible. Complaints can be made please email admin@bandltd.org.uk or write to BAND Ltd., FREEPOST 9362, Bristol. BS2 9BR. Alternatively you can telephone 0117 954 2128.

Alternatively, you may wish to complain to the Information Commissioner's Office: <https://ico.org.uk/concerns/> or telephone 0303 123 1113.