

THE TOY LIBRARY

Privacy Notice

Introduction

This is The Toy Library's Privacy Notice.

As part of the services we offer, we are required to process personal data about our staff, our service users and, in some instances, the friends or relatives of our service users and staff. "Processing" can mean collecting, recording, organising, storing, sharing or destroying data.

We are committed to being transparent about why we need your personal data and what we do with it. This information is set out in this privacy notice. It also explains your rights when it comes to your data.

If you have any concerns or questions, please contact us: at:

The Toy Library, Chris Firth Cottages, Squires Ave, Bulwell, Nottingham, NG6 8GG.

Tel: 0115 9753898

Email: admin@toy-library.co.uk

Service Users

What data do we have?

So that we can provide a safe and professional service, we need to keep certain records about you. We may process the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth and next of kin

We also record the following data which is classified as "special category":

- Health and social care data about you, which might include both your physical and mental health data.
- We may also record data about your race, ethnic origin, sexual orientation or religion.

Why do we have this data?

We need this data so that we can provide high-quality services and support. By law, we need to have a lawful basis for processing your personal data.

We process your data because

- We have a legal obligation to do so – generally under the Health and Social Care Act 2012 or Mental Capacity Act 2005.



- As a Public Task obligation for safeguarding purposes

We process your special category data because

- It is necessary due to social security and social protection law (generally this would be in safeguarding instances);
- It is necessary for us to provide and manage our services;
- We are required to provide data to our regulator, the Care Quality Commission (CQC), as part of our public interest obligations.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent at any time.

Where do we process your data?

So that we can provide you with high quality services and support we need specific data. This is collected from or shared with:

1. You
2. A parent or guardian if the person is under 18 years old
3. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms, via apps

Third parties are organisations we might lawfully share your data with. These include:

- Parts of the health and care system such as local hospitals, the GP, social workers, clinical commissioning groups, and other health and care professionals.
- The Local Authority
- Your family or friends – with your permission
- Organisations we have a legal obligation to share information with i.e., for safeguarding, the CQC
- The police or other law enforcement agencies if we have to by law or court order.

Staff

What data do we have?

So that we can provide a safe and professional service, we need to keep certain records about you.

We may record the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth, National Insurance number and next of kin;
- Your financial details e.g. details so that we can pay you, insurance, pension and tax details;
- Your training records.



We also record the following data which is classified as “special category”:

- Health and social care data about you, which might include both your physical and mental health data – we will only collect this if it is necessary for us to know as your employer, e.g. fit notes or in order for you to claim statutory maternity/paternity pay;
- We may also, with your permission, record data about your race, ethnic origin, sexual orientation or religion.

As part of your application, you may – depending on your job role – be required to undergo a Disclosure and Barring Service (DBS) check (Criminal Record Check). We do not keep a copy of your certificate once we have seen it. but may ask to see your original copy at any time during your employment with us. We keep a record of when DBS checks have been requested and received.

Why do we have this data?

We require this data so that we can contact you, pay you and make sure you receive the training and support you need to perform your job. By law, we need to have a lawful basis for processing your personal data.

We process your data because:

- We have a legal obligation under UK employment law;
- We are required to provide data to our regulator, the Care Quality Commission (CQC), as part of our public interest obligations.

We process your special category data because

- It is necessary for us to process requests for sick pay or maternity pay.

If we request your criminal records data it is because we have a legal obligation to do this due to the type of work you do. This is set out in the Data Protection Act 2018 and the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. We do not keep a record of your criminal records information (if any). We do record that we have checked this.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

Where do we process your data?

As your employer we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via post, via application forms, via apps.



Third parties are organisations we have a legal reason to share your data with. These include:

- Her Majesty's Revenue and Customs (HMRC);
- Our pension provider (NEST),
- Our external payroll provider (CA Plus)
- Organisations we have a legal obligation to share information with i.e. for safeguarding (Nottingham City Council)
- The police or other law enforcement agencies if we have to by law or court order.
- The DBS Service (Nottinghamshire County Council is used as our provider of this service)

Friends/Relatives

What data do we have?

As part of our work providing high-quality services and support, it might be necessary that we hold the following information on you:

- Your basic details and contact information e.g. your name and address.

Why do we have this data?

By law, we need to have a lawful basis for processing your personal data.

- We have a legitimate business interest in holding next of kin information and keeping emergency contact details for our staff.
- We have a Public Task obligation for safeguarding and child protection reasons for keeping emergency contact details for service users.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

Where do we process your data?

So that we can provide high quality services and support we need specific data. This is collected from or shared with:

1. You
1. Third parties.



THE TOY LIBRARY



We do this face to face, via phone, via email, via our website, via post, via application forms, via apps

Third parties are organisations we have a legal reason to share your data with. These may include:

- Health care professionals, social workers and other professionals in the health and care system.
- The Local Authority.
- The police or other law enforcement agencies if we have to by law or court order.

Our Website

In order to provide you with the best experience while using our website, we process some data about you.

We collect information that could be used to personally identify you, such as your name and contact details. We may also collect information that is not personal to you and not linked to your personal information.

When you send a message through our website, you provide us with personal information, such as your name and e-mail address.

If you upload any user content to our website, this may contain your personal information, which we may collect and use for the purposes described here.

We automatically collect certain information about you when you visit our website. We use this information to analyse your use of the Website and to improve our services.

We'll retain your personal information for no longer than is necessary.

We may disclose your personal information to third parties such as service providers. We also disclose your personal information when we have your explicit consent, or if we are required to do so by law.

We use cookies to enhance your online experience. If you do not want to receive cookies, you can reject them by opting out or modifying your browser settings

Our website is designed to keep your personal information safe, however, we cannot guarantee the security of information transmitted over the internet or similar connection. You can do your part by keeping your password safe.

We link to other websites, whose privacy practices may differ from our own. We encourage you to read the privacy policy on any other website you visit carefully.



THE TOY LIBRARY



For further information, you can find our website privacy and Cookies policy here:

[Privacy Policy | The Toy Library \(toy-library.co.uk\)](#)

Your rights

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data:

1. You have the right to request a copy of all of the data we keep about you. Generally, we will not charge for this service.
2. You have the right to ask us to correct any data we have which you believe to be inaccurate or incomplete. You can also request that we restrict all processing of your data while we consider your rectification request.
3. You have the right to ask that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for. We retain our health and care data in line with the Information Governance Alliance's guidelines (<https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016>) We apply these guidelines to other data where appropriate to support good practice.
4. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.
5. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so.
6. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

If you would like to complain about how we have dealt with your request, please contact:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
<https://ico.org.uk/global/contact-us/>