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Service Area:	Education
Work Area:	Early Years
Contact Details:	Fiona Santos FIS@caerphilly.gov.uk Tel: 01443 863419
Privacy Notice Name:	Family Information Service Providers
Description of Privacy Notice:	This Privacy Notice will explain how Caerphilly County Borough Council will use the information provided for the Family Information Service (FIS) database and the FIS Wales database.

How we will use your information

Categories / Source of personal data obtained

The information about childcare providers is stored on the council's FIS database, which is called Synergy and the FIS Wales (Dewis) database.

The information we collect is listed below:

- Business name
- Contact details
- Social media page
- Main contact name / manager or owner
- Business address
- Website address
- Service delivery age groups
- Business opening times
- Language preference
- Qualifications and training
- Registration details
- Payment options
- Business facilities
- Details of your experience, training (completed in the last two years) and confidence in supporting children with additional needs.
- Number of childcare places available
- Number of activity places available
- Business costs
- Referral procedures (where applicable)
- Business eligibility

The Council may collect this information in a variety of ways:

- Verbally via telephone

- Through updates from Care Inspectorate Wales (CIW)
- Email
- Social media messaging
- Providers can update their provider information themselves using the Provider Portal on both Synergy FIS and DEWIS FIS at any time.

We will store your data:

- On secure online databases which are GDPR compliant.

Active data is published on the council's FIS website and FIS Wales.

Purpose and legal basis for using your information

Purpose of processing

The Council needs to process this data to be able to provide a statutory service to meet the requirements of The Childcare Act 2006 sections 22, 26 and 27 through the Family Information Service.

By collecting your data this enhances the ability of Caerphilly County Borough Council to co-ordinate and assess the supply and demand for childcare within the local authority.

Data collected also provides professionals, organisations and members of the public to access free, impartial, and accessible information available on services and activities available borough wide.

Providers are also given the option for their information to be recorded but not made available in the public domain.

Your data is also used for monitoring performance measures for Caerphilly Family Information Service.

Legal basis for processing

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

In respect of the processing to meet to the requirements of The Childcare Act 2006 sections 22, 26 and 27:

1e. processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

In respect of all other processing detailed:

1f. processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.

Who will have access to your information

Identity of Data Controller and Data Protection Officer
The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Ms Joanne Jones
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area for further information.

Details of main users of your information

Your information may be shared internally for the administration of contracts and for client administration, events, and marketing related purposes. You can opt out of receiving these communications at any time by contacting us.

We will also use your contact information to send you information which we believe to be of interest to you, such as details of our products and services, newsletters, legal updates, briefing notes, and invitations to events. You can opt out of receiving these communications at any time by contacting us. The council and Dewis Cymru will contact you every six months to ask you to check that the information stored on Synergy and the FIS Wales (Dewis) database is still accurate and up-to-date.

The Council shares your data with Welsh Government to report on the service. In this instance the data is anonymised.

Details of any sharing of your information within Caerphilly county borough council

Other teams with the Early Years' service.

Details of any sharing of your information with other organisations

Childcare provider information is shared with Dewis Cymru. This is a website search facility of organisations and services - https://www.dewis.wales.

Childcare provider information is also shared with the Welsh Government as part of Caerphilly's Childcare Sufficiency Assessment. This does not include personal information about the providers themselves, only information on the provision, the services provided and location.

Details of any external data processors

Dewis Cymru is hosted by an external company, Crown Commercial Services, where we have a contract / data processing agreement in place to protect the personal information being processed.

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

Information about the provider will be stored on the Family Information Service database and FIS Wales (Dewis) until the provider is no longer operating or the provider asks for the information to be removed.

Marketing

Details of marketing

You will / have been provided with details of the marketing Caerphilly County Borough Council would like to carry out, together with any options such as how you would like to be contacted. You can opt out of receiving marketing communications at any time by contacting the Service Area details on the top of this form.

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: SAR Form
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints