

Terms & Conditions

April 2026 - April 2027



What's Provided

Childcare and early years education is offered 7am – 6pm all year round (minor variations may apply to individual settings, please check our fee sheet for more information). Our all-inclusive package includes all enhanced art and craft materials, drinks, a healthy breakfast, hot lunch (nursery dependant) and snacks, outings, funding and admin support, equipment, and resources over and above the basic provision.

We accept Early Education Funding of up to 1140 hours per year for all eligible working families of children aged between 9 months and 4 years. In order to access a government funded place, a valid working parent funding code must be obtained prior to the governments application deadline.

In addition, we have a limited number of fully funded places for 2-year-olds from families receiving additional support. These are subject to availability and are offered on a first come first served basis with a maximum of 570 hours available per year. A Local Authority funding code is required in order to access one of these places.

In order for children to receive the care and education they need to be 'school ready' all 3/4 year-old's are entitled to up to 570 hours of Early Education Funding each academic year. We have a limited number of fully funded term-time only places, which are subject to availability.

All Early Education Funding is claimed throughout the year, on a term by term basis.

Funded hours are offered in line with the Early Years Foundation Stage statutory framework with the option to include all healthy meals, including breakfast, hot lunch (nursery dependant) and snacks, drinks, personal care items and enhanced resources/activities at an additional cost. The additional cost's for funded hours are referred to in our Consumables Package.

Your All-Inclusive Package Account

Your account requires a completed booking pattern upon registration, but we provide the opportunity to amend your bookings, if necessary, via a PERMANENT WEEKLY BOOKING (PWB)/PERMANENT TERMLY BOOKING (PTB) form.

To ensure your child's time at nursery/preschool/play club is settled and happy, our minimum booking requirement is 2 x 5-hour sessions per week (on separate days).

For parents/carers claiming funding we require one fixed booking pattern per term (Jan-Mar, Apr-Aug, Sept-Dec). If you wish to change your termly booking pattern please submit your new PWB/PTB form to the Admin Team by the 10th of the month prior to the term e.g. by 10th December for January-March term. Additional bookings for non-funded sessions may be submitted at any time via the Ovivio App and are subject to availability.

For parents/carers NOT claiming funding we allow monthly amended bookings - please submit these via email to admin@sunnydays.co.uk by the 10th of the month for the following month e.g. before 10th January for February changes. Additional bookings may be submitted at any time via the Ovivio App and are subject to availability.

Terms & Conditions

April 2026 - April 2027



Invoices are issued in advance, by the 20th of each month for the upcoming month's scheduled sessions. Payment is due in full by the last working day of the month (e.g. payment for January is due by the last working day of December) unless stated otherwise. Failure to pay by the deadline may result in late payment charges being applied to your account.

Terms and Conditions

To help us to provide and maintain the very highest standards, provide the best service for your child, and peace of mind for you, we require all parents to be aware of, to understand, and to agree to follow and abide by, the following Terms and Conditions.

Admission

1. Children will be considered for admission to Sunny Days following a sunny tour with your child and the completion of our registration form. We also require a completed permanent weekly booking form/termly booking form (if amendments are made), a Local Authority Funding form (for those claiming funding) and the payment of our registration fee (where applicable), which together is an application for a place for your child. If accepted you will receive email confirmation confirming your child's place at Sunny Days.

Welfare of the Child

2. We will do all that is reasonable to safeguard and promote your child's welfare and to provide pastoral care to at least the standard required by law and often to a much higher standard. We will respect your child's individuality, human rights, and freedoms which must be balanced with the lawful needs and rules of our nursery, and rights and freedoms of others.

3. Parents give their consent to such physical contact as may accord with good practice, and be appropriate and proper for teaching and instruction, and for providing comfort to a child in distress, or to maintain safety and good order, or in connection with the child's health and welfare.

4. Parents of children who are not potty trained must agree for nappies to be used for your child whilst in our care.

Health and Medical Matters

5. Parents/carers are required to notify the setting of any absences, this includes sickness and non-attendance. Periods of absence with no explanation will result in a courtesy call.

6. If your child becomes ill whilst attending the setting, nursery staff will contact the parent/carer or the emergency contact indicated on the registration form. Parents/carers are expected to collect their child promptly. Parents/carers must inform the setting immediately of any changes to these contact details – you can check these are correct via the Ovivio App.

Terms & Conditions

April 2026 - April 2027



7. If your child is suffering from a communicable illness your child should not be brought to the setting until such time as the infection has cleared. A full copy of the company's infection control policy is available from the manager. Parents/carers are asked to refer to the illness/communicable disease list supplied for your information on minimum periods of exclusion from nursery/preschool/play club.

8. Any child who has been sent home from the setting because of ill health will not be re-admitted for at least 24 hours unless they have been seen by a health care professional who confirms there is no medical issue. If a child is prescribed new antibiotics, they will not be allowed to return to the setting for 24 hours. For more information about ill health please refer to our Health and Safety Policy.

9. Sunny Days staff cannot administer any prescription medicine to a child unless prescribed by a doctor for the child in question. Should a child be on prescribed medication, it is the responsibility of the parent or carer to notify the manager or key person and to sign the necessary form of consent prior to any medication being given.

10. To prevent the delay of treating a child with an unexpectedly high temperature, Sunny Days staff will administer non-prescription paracetamol. The dosage given will be in line with the recommended dosage for the child's age group on the medicine's packaging. The parent will be required to give their consent before the dose is given. We will continue to monitor the child's temperature and if they remain unwell, parents will be asked to collect their child.

11. Sunny Days staff will administer non-prescription 'over-the-counter' medicines provided the child has had them before and it is known that they are not allergic to them. Containers should be clearly labelled with the child's name and handed over to a team member (i.e. not left in the child's bag).

12. We reserve the right to call an ambulance in an emergency and escort your child to the emergency department of the nearest hospital. Any decisions regarding the child's welfare will then be made by the emergency department at the hospital.

13. It is your responsibility to inform the nursery/preschool/play club if your child is not vaccinated in accordance with their age. If it is considered necessary, information regarding children vaccinated in the setting may be shared with other parents, however, individual names will not be given.

14. We will work with parents/carers to provide suitable food for children who have a special dietary requirement as diagnosed by a doctor or dietitian. Although all reasonable care will be taken to ensure that a child does not come into contact with certain foods, even if provided with a doctor's note the nursery/preschool/play club cannot guarantee this. It is the parent/carers responsibility to ensure that records are updated (in writing) should there be any change to dietary requirements, allergies or intolerances.

15. Menus will be displayed in the setting and on the website for information.

Terms & Conditions

April 2026 - April 2027



Concerns/complaints

16. Any question, concern or complaint about the care or safety of a child must be made in the first instance to the supervisor in charge or manager. If the matter cannot be resolved at this level the matter should be referred to the manager or Director and should follow the settings complaints policy.

Disclosures

17. Parents must, as soon as possible, disclose to the setting any known medical condition, health problem or allergy affecting the child, or any family circumstances or court order which might affect the child's welfare or happiness, or any concerns about the child's safety.

Fees

18. All sessions booked must be as listed for your Sunny Days setting. Your child's registration form and/or PWB/PTB, and Local Authority Funding Form (if applicable) is required at the time of registration and will book your child's place. For parents claiming funding, your child's place will not be confirmed at Sunny Days until your eligibility for funding has been confirmed.

19. To ensure your child's time at nursery/preschool/play club is settled and happy, our minimum booking requirement is 2 x 5-hour sessions per week (on separate days).

20. The bookings on your completed registration form or PWB/PTB will always be applied in the absence of any booking amendments. We reserve the right to decline any bookings that do not meet our terms and conditions.

21. Fees are non-refundable in the event of any absences/closure for any reasons e.g. sickness, family holiday, bank holiday and Sunny Days staff inset training days. Your regular booking pattern will be applied, alongside any applicable consumables, and this will ensure your child's place is retained. Notice of absence is required.

22. The nursery will be closed for 3 inset days per year, one per term. The inset days allow Sunny Days staff to participate in regular safeguarding training, planning activities and professional development. Inset days are shared in advance as part of our Sunny Days term dates, allowing monthly/termly booking amendments to be made in line with points 24 and 25.

23. If your regular booking's are affected by bank holidays/inset days then an alternative session can be requested via email. These replacement sessions are offered on a first come first served basis subject to availability and funding limitations, and must be within the same week. Replacements cannot be requested more than one term in advance. Families with a Sunny Week booking pattern automatically receive a credit for any affected sessions.

24. For parents/carers claiming funding we require one fixed booking pattern per term (Jan-Mar, Apr-Aug, Sept-Dec). If you wish to change your termly booking pattern please submit your new PWB/PTB form to the Admin Team by the 10th of the month prior to the new term e.g. by 10th December for January-March term. Additional non-funded sessions may be requested at any time via the Ovivio App and are subject to availability.

Terms & Conditions

April 2026 - April 2027



25. For parents/carers NOT claiming funding we allow monthly amended bookings - please submit these via email to admin@sunnydays.co.uk by the 10th of the month for the following month e.g. before 10th January for February. Additional bookings may be submitted at any time via the Ovivio App and are subject to availability.
26. Additional booking requests made through the Ovivio App and email are an official purchase order and are liable for payment. Incorrectly attended sessions, including those that have not previously been agreed in writing, will be billed in addition to regular sessions. The removal of additional sessions is subject to the discretion of the Admin Team and Nursery Manager. The Admin Team can provide basic support and advice on how to use the App booking system, but Sunny Days accepts no responsibility for the functionality of the software system.
27. We operate a paperless invoice system; invoices will be emailed by approximately 20th of each month for the following month. You can also access your account on the Ovivio App (where applicable). Please ensure your registered email address is up to date, ask your Admin Team for details. It is your responsibility to access your invoice promptly and to raise any queries with the Admin Team via email to allow response and solution.
28. Invoices are issued in advance, by the 20th of each month for the upcoming month's scheduled sessions. Payment is due in full by the last working day of the month (e.g. payment for January is due by the last working day of December) unless stated otherwise. Fees which remain outstanding after the 1st of the month will attract a late payment charge of a minimum of £50 or 10% of outstanding balance, whichever is the greater.
29. Our preferred payment method is via the Ovivio App or you can use Standing Order, BACS, Tax Free Childcare payments – Please ask your Admin Team for details.
30. Any invoice queries must be brought to the attention of the Admin Team before the last working day of the month and must not prevent payment. Any adjustments must not prevent payment of invoice – see 27 and 28. We aim to resolve account queries within 14 days.
31. Continuous failure to pay fees due will result in suspension and/or cancellation of your child's place.
32. Continued late payments and/or failure to make payment shall entitle Sunny Day Nurseries Ltd to charge interest, and additional charges for admin and management time, including all debt recovery costs and expenses, incurred in the collection of any late or cancelled payments and/or any unpaid account. All Sunny Days administration and/or management time is charged at a minimum of £50.00 per hour or part thereof or at the Director's discretion.
33. If your child is dropped off early and/or collected late, then a fixed rate charge will be applied for every 15 minutes over your session start/end time which will be charged on the next available invoice. Please check your current childcare fees for fixed rate charge.

Terms & Conditions

April 2026 - April 2027



34. Trips may incur a cost. On trips, hot lunch will vary and may be substituted with a picnic lunch.
35. There will be a 5% sibling discount applied to your eldest child's account, providing account adheres to T&Cs. Any discounts applied will be to a maximum of 15% per family, providing account adheres to T&Cs.
36. In the event of unforeseen circumstances that impact on the welfare or safety of children, and/or on the ability of staff to attend the setting, or for any reason at Director's discretion, Sunny Days reserves the right to close the setting at short notice, fees may not be refundable.

Early Years Education Funding

37. Eligible working parents of children aged 9 months to 4 years can access up to 1140 government funded hours per year. Funding applications must be submitted by the relevant government deadline to ensure that funding is accessible for the following term. Application deadlines can be found on the GOV.UK website - including return to work deadlines for maternity, paternity, shared parental and adoption leave. All 3&4 year olds are entitled to universal funding equating to 570 funded hours per year the term after their 3rd birthday. Families of 2 years olds (receiving additional support) may be eligible for up to 570 funded hours. This funding must be applied for via the Local Authority and can only begin the term after they have turned 2 years old.
38. At Sunny Days, we provide these funded hours, subject to eligibility and availability, stretched over each single term and holiday period, e.g. the Autumn Term runs from 1st September to 31st December. There are also a limited number of term-time only places subject to availability.
39. To claim your Early Education Funding, you must submit a Local Authority Funding Parental Agreement Form to Sunny Days via Funding Loop in advance of each academic term – we will email these out to you. If this form is not completed your funded place at Sunny Days will not be confirmed. Funding deadlines apply.
40. The Early Education Funding does not cover our additional services such as a wide range of enhanced art and craft resources, extra-curricular activities, a healthy breakfast, hot lunch and snacks, short outings, funding and admin support, equipment, and resources that are over and above the basic provision. A full list of our additional services and associated costs can be found in our Consumables Package. Food and Personal Care costs are billed per funded session. Enhanced Resource's are billed per funded hour and applied weekly. Termly opt out deadlines apply. Changes requested after the termly deadline may incur an admin charge.
41. If you would prefer to opt out of any additional services included in our Consumables Package then do email admin@sunnydays.co.uk prior to the termly opt out deadline/your child's start date. You will need to provide your own personal care items and any applicable meals if you choose to opt out of either of these services. Packed food must be provided in line with our packed lunch policy.

Terms & Conditions

April 2026 - April 2027



42. A limited number of funded places with no additional charges are offered for up to 570 funded hours per year – these places are allocated term time only on a first come first served basis dependant on individual circumstances.

Belongings

43. The nursery/preschool/play club does not accept responsibility for accidental damage or loss of property – please note this includes mobile phones and electronic devices. To comply with our safeguarding policy children, staff and parents must not use their mobile phones/cameras whilst in the setting.

Insurance

44. The nursery/preschool/play club undertakes to maintain those insurances required by law. Details of these are available from the manager. Copies of the current employer's liability and public liability insurance policies are displayed on the notice board at the setting.

General

45. You should be aware that occasionally photographs are taken within the setting, which may be used, in training, promotional material or on social media. Parental preference is adhered to and permission will be sought via the registration form which is completed at enrolment. These can be updated at anytime by contacting the Admin team.

Safeguarding Children

46. It is understood that the nursery/preschool/play club is under an obligation to report to the relevant authorities any incident where we consider a child may have been abused or neglected. This may be done without informing the parent/carer.

47. Any information given by a parent regarding their child will be treated with the utmost confidentiality, except in cases where abuse towards a child is suspected. The divulging of confidential information relating to the setting, its employees or customers to any third party is considered a breach of confidence and as such is regarded as constituting gross misconduct which could lead to summary dismissal from employment or cancellation of a nursery/preschool/play club place.

Security

48. Parents/carers are welcome to visit the nursery/preschool/play club; however, we will not admit anyone without prior notification. It is the parent/carers responsibility to ensure that staff are aware of who will be collecting your child. No child will be allowed to leave the building with anyone, known or not, without prior notification and/or under the age of 16 years.

Terms & Conditions

April 2026 - April 2027



Legal Contract

49. The offer of a place and its acceptance by the parents gives rise to a legally binding contract based on these terms and conditions.

50. These terms and conditions are governed exclusively by English and Scottish law.

Length of Notice

51. One full calendar month's written notice (must be received before booking deadline) or payment in lieu of notice is required from parents/carers if the child is to stop attending.

52. One month's notice will be given by Sunny Days if the manager wishes the child to cease attending for any reason other than late payment of fees – please see point 29.

Policies and Procedures

53. Sunny Days has developed an extensive range of Policies & Procedures to help guide good practice, and these P&Ps are continuously reviewed and updated, however may not cover every eventuality.

54. Any anomalies and/or omissions and/or unusual/unforeseen circumstances and/or any disagreements/disputes regarding terms and conditions will be determined and decided by the Directors of Sunny Days, and who have the right to override any term and condition in the best interests of Sunny Days.

Privacy Notice

Sunny Days is a trading name of Sunny Day Nurseries Limited which is a company incorporated and registered in England and Wales and we are committed to protecting the privacy and security of your personal information. This privacy notice describes how the setting collects and uses personal information about the children attending the Nursery ("Child" or "Children") and the parents of the Children ("Parents") (known collectively as "You" or "Your"), in accordance with the General Data Protection Regulation (GDPR).

Sunny Day Nurseries Limited is a "data controller". This means that we are responsible for deciding how we hold and use personal information about You. We are required under data protection legislation to notify You of the information contained in this privacy notice.

This notice applies to Children and Parents. This notice does not form part of any other contract to provide services. We may update this notice at any time but if we do so, we will provide You with an updated copy of this notice as soon as reasonably practical.

It is important that Parents read and retain this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about You, so that You are aware of how and why we are using such information and what Your rights are under the data protection legislation.

Terms & Conditions

April 2026 - April 2027



Data Protection Principles

We will comply with data protection law. This says that the personal information we hold about You must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to You and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told You about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told You about.
6. Kept securely.

The Kind of Information We Keep About You

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are “special categories” of more sensitive personal data which require a higher level of protection, such as information about a person’s health or sexual orientation.

Children: We will collect, store, and use the following categories of personal information about Children:

- Name
- Date of birth
- Home address
- Dietary requirements
- Attendance information
- Photographs and video clips of the Child to signpost Children to where their belongings are stored at the setting that they attend, and also for general display purposes
- Emergency contact should Parents be unavailable and the emergency contact’s contact details
- Record book for each Child containing the work of the Child whilst at the setting, observations about the Child’s development whilst at the setting by Employees of the setting, specific examples of the Child’s progress, photographs demonstrating the Child’s development whilst at the setting, and personal details of the Child (e.g. their date of birth) (“Progress Report”).
- Records relating to individual Children e.g. care plans, common assessment frameworks, speech and language referral forms
- Accidents and pre-existing injuries forms
- Records of any reportable death, injury, disease or dangerous occurrence
- Observation, planning and assessment records of Children

Terms & Conditions

April 2026 - April 2027



We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about a Child’s race or ethnicity, spoken language and nationality.
- Information about a Child’s health, including any medical condition, health and sickness records.
- Information about a Child’s accident or incident reports including reports of pre-existing injuries.
- Information about a Child’s incident forms / child protection referral forms / child protection case details / reports.

Parents:

We will collect, store, and use the following categories of personal information about Parents:

- Name
- Home address
- Telephone numbers, and personal email addresses.
- National Insurance number.
- Bank account details.

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about a Parent’s race or ethnicity, spoken language and nationality.
- Conversations with Parents where Employees of the Nursery deem it relevant to the prevention of radicalisation or other aspects of the governments Prevent strategy.

How is Your Personal Information Collected?

Children and Parents:

We collect personal information about Children and Parents from when the initial enquiry is made by the Parents, through the enrolment process and until the Children stop using the setting’s services.

How We Will Use Information About You

We will only use Your personal information when the law allows us to. Most commonly, we will use Your personal information in the following circumstances: 1.Where we need to perform the contract we have entered into with You. 2.Where we need to comply with a legal obligation. 3.Where it is necessary for our legitimate interests (or those of a third party) and Your interests and fundamental rights do not override those interests.

We may also use Your personal information in the following situations, which are likely to be rare:

- 1.Where we need to protect Your interests (or someone else’s interests).
- 2.Where it is needed in the public interest or for official purposes.

Terms & Conditions

April 2026 - April 2027



Situations in which the setting will use personal information of Children

We need all the categories of information in the list above (see Children section within the Paragraph entitled 'The Kind of Information We Hold About You') primarily to allow us to perform our obligations (including our legal obligations to Children. The situations in which we will process personal information of Children are listed below. • Upon consent from the Parents, Personal Data of Children will be shared with schools for progression into the next stage of their education. • Personal information of Children will be shared with local authorities without the consent of Parents where there is a situation where child protection is necessary. • The personal information of Children will be shared with local authorities without the consent of Parents for funding purposes. • Ofsted will be allowed access to the setting's systems to review child protection records. • To ensure we meet the needs of the Children • To enable the appropriate funding to be received • Report on a Child's progress whilst with the setting • To check safeguarding records • To check complaint records • To check attendance patterns are recorded • When a Child's Progress Report is given to its Parent in order for that Parent to pass the same Progress Report to a school for application or enrolment purposes.

Situations in which the setting will use personal information of Parents

We need all the categories of information in the list above (see Parents section within the Paragraph entitled 'The Kind of Information we Hold About You') primarily to allow us to perform our contracts with Parents and to enable us to comply with legal obligations. The situations in which we will process the personal information of Parents are listed below.

- The personal information of Parents will be shared with local authorities without the consent of Parents for funding purposes. • To report on a Child's attendance • To be able to contact a Parent or a Child's emergency contact about their Child • To ensure childcare fees are paid

If Parents fail to provide personal information or if Parents fail to provide certain information when requested, we may not be able to perform the respective contracts we have entered into with Parents, or we may be prevented from complying with our respective legal obligations to Children and Parents.

Change of purpose

We will only use Your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use Your personal information for an unrelated purpose, we will notify the Child or Parent, as is appropriate in the circumstances, and we will explain the legal basis which allows us to do so.

Please note that we may process a Child's or a Parent's personal information without their respective knowledge or consent, as relevant to the circumstances, in compliance with the above rules, where this is required or permitted by law.

How We Process Particularly Sensitive Personal Information

"Special categories" of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data.

We may process special categories of personal information in the following circumstances:

1. In limited circumstances, with Parent explicit written consent.
2. Where it is needed in the public interest, such as for equal opportunities monitoring. Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect a Child or a Parents' interests (or someone else's interests) and the Child or Parent as is appropriate is not capable of giving consent, or where the Parent has already made the information public.

Automated Decision-Making

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We are allowed to use automated decision-making in the following circumstances:

1. Where we have notified Parents of the decision and given the Parent as is appropriate 21 days to request a reconsideration.
2. Where it is necessary to perform the contract with a Parent and appropriate measures are in place to safeguard the Child's or the Parent's rights as is appropriate.
3. In limited circumstances, with explicit written consent from the Parent, as is appropriate, and where appropriate measures are in place to safeguard Parent rights.

If we make an automated decision on the basis of any particularly sensitive personal information, we must have either explicit written consent from a Parent as is appropriate, or it must be justified in the public interest, and we must also put in place appropriate measures to safeguard a Parents rights as is relevant in the circumstances. You will not be subject to decisions that will have a significant impact on You based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified the Parent as is appropriate in the circumstances.

Data Sharing

We may have to share Child or Parent data with third parties, including third-party service providers and other entities in the group. We require third parties to respect the security of Your data and to treat it in accordance with the law.

Terms & Conditions

April 2026 - April 2027



Why might the setting share Child or Parent personal information with third parties?

We will share Your personal information with third parties where required by law, where it is necessary to administer the working relationship with You or where we have another legitimate interest in doing so.

Which third-party service providers process my personal information?

”Third parties” includes third-party service providers (including contractors and designated agents), local authorities, regulatory bodies, schools and other entities within our group. The following third-party service providers process personal information about you for the following purposes: • Local Authorities – for funding and monitoring reasons (e.g. equal opportunities and uptake of funded hours) • Regulatory bodies – for ensuring compliance and the safety and welfare of the children • Schools – to provide a successful transition by ensuring information about the child’s progress and current level of development and interests are shared.

How secure is my information with third-party service providers and other entities in our group?

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect Your personal information in line with our policies. We do not allow our third-party service providers to use Your personal data for their own purposes. We only permit them to process Your personal data for specified purposes and in accordance with our instructions.

What about other third parties? We may share Your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. In this situation we will, so far as possible, share anonymised data with the other parties before the transaction completes. Once the transaction is completed, we will share Your personal data with the other parties if and to the extent required under the terms of the transaction. We may also need to share Your personal information with a regulator or to otherwise comply with the law.

Data Retention

How long will you use my information for?

We will only retain Your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our retention policy which is available from the manager.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of Your personal data, the purposes for which we process Your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Terms & Conditions

April 2026 - April 2027



In some circumstances we may anonymise Your personal information so that it can no longer be associated with You, in which case we may use such information without further notice to You. Once you are no longer a Child benefiting from the setting's services or a Parent, as is appropriate, we will retain and securely destroy your personal information in accordance with [our data retention policy OR applicable laws and regulations].

Rights of Access, Correction, Erasure, and Restriction

Your duty to inform us of changes

It is important that the personal information we hold about You is accurate and current. Please keep us informed if Your personal information changes during your working relationship with us.

Your rights in connection with personal information Under certain circumstances, by law You have the right to:

- Request access to Your personal information (commonly known as a "data subject access request"). This enables You to receive a copy of the personal information we hold about You and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about You. This enables You to have any incomplete or inaccurate information we hold about You corrected.

- Request erasure of your personal information. This enables Parents to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove Your personal information where You have exercised Your right to object to processing (see below).
- Object to processing of Your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about Your particular situation which makes You want to object to processing on this ground. You also have the right to object where we are processing Your personal information for direct marketing purposes.
- Request the restriction of processing of Your personal information. This enables Parents, as is appropriate, to ask us to suspend the processing of personal information about You for example if You want us to establish its accuracy or the reason for processing it.
- Request the transfer of Your personal information to another party.

If You want to review, verify, correct or request erasure of Your personal information, object to the processing of Your personal data, or request that we transfer a copy of Your personal information to another party, please contact the manager in writing.

No fee usually required You will not have to pay a fee to access Your personal information (or to exercise any of the other rights).

Terms & Conditions

April 2026 - April 2027



What we may need from You

We may need to request specific information from You to help us confirm your identity and ensure Your right to access the information (or to exercise any of Your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Right to withdraw Consent

In the limited circumstances where You may have provided Your consent to the collection, processing and transfer of Your personal information for a specific purpose, You have the right to withdraw Your consent for that specific processing at any time. To withdraw Your consent, please contact [the manager]. Once we have received notification that You have withdrawn Your consent, we will no longer process Your information for the purpose or purposes You originally agreed to, unless we have another legitimate basis for doing so in law.

Changes to this Privacy Notice

We reserve the right to update this privacy notice at any time, and we will provide You with a new privacy notice when we make any substantial updates. We may also notify You in other ways from time to time about the processing of your personal information. If you have any questions about this privacy notice, please contact The Directors – Sunny Days, Middle Farm Barns, Middle Farm Way, Poundbury, Dorset, DT1 3WA

When you accept your child's place at Sunny Days you will be acknowledging that you have received a copy of the nursery's terms and conditions, including our privacy notice, and that you have read and understood them.

Thank you for reading in full



NURSERIES ♥ PRESCHOOLS ♥ PLAY CLUB