



J and C Privacy Notice (GDPR)

1. Introduction



This GDPR policy has been created to explain in detail the types of personal data we may obtain about you when you get in touch with us. It also explains how we'll store and handle that data, and keep it safe. We know that there is a lot of information here, but we want you to be fully informed about your rights, and how J and C use your data.

We hope the following sections will answer any questions you have, if not please do get in touch with us on 020 3291 4387.







It's likely that we'll need to update this Privacy Notice from time to time. We'll notify you of any significant changes.

2. What companies does this policy refer to?








J and C is made up of the following companies:

-  J and C Education
-  J and C Academy







3. When do we collect your personal data?

-  When you submit an enquiry via the company website
-  When you contact us by any means with queries, complaints etc.
-  When you engage with us on social media
-  When you create an account with us
-  When you ask one of our employees to email you information about a product or service
-  When you choose to complete any surveys we send you

4. What sort of personal data do we collect?

-  Parent name
-  Contact number
-  Email address
-  Name of emergency contact
-  Contact number for emergency contact
-  Child / Children's names
-  Name of school they attend



-  Child / Children's medical information
-  Child / Children's date of birth
-  Child / Children's doctors contact information
-  Child / Children's home address
-  ** WE DO NOT RETAIN PAYMENTS DETAILS **
-  ** WE DO NOT HAVE ACCESS TO INDIVIDUAL'S PASSWORDS **

We gather notes from our conversations, details of any complaints or comments you make, details of services you use or have used, services you have shown interest in, how and when you contact us.

5. How and why do we use your personal data?

J and C will contact parents of children who attend a school at which we offer Extended Schools and Holiday Childcare provisions. You will be informed of any changes to the provisions and when you will be required to rebook for a new term. Parents will also be contacted to request payment, in an emergency situation and for any other reason which concerns their child / children.

With your consent, we will use your personal data, to keep you informed by email, text, telephone about relevant services including tailored special offers, discounts, promotions, events, competitions and so on.

Of course, you are free to opt out of hearing from us by any of these channels at any time.

6. How we protect your personal data

Data security matters as much to us as it does to you. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it.

We monitor our database for possible vulnerabilities and attacks, to ensure the information we have is protected.

7. How long will we keep your personal data?

Whenever we collect or obtain your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected or when you request to be removed from our contact lists.







8. Who do we share your personal data with?

J and C have bespoke database management systems whereby all personal records remain strictly confidential and are accessible by approved users and contracted technicians as part of our ongoing systems support.

J and C do not share data with external providers, all information stored is for company use only with specific accessibility rights.

9. What are your rights over your personal data?

You have the right to request:

-  Access to the personal data we hold about you
-  Details of what information we hold for you
-  The correction of your personal data when incorrect, out of date or incomplete
-  That we stop using your personal data for direct marketing (either through specific channels, or all channels)

If we cannot action your request we will explain to you the reasons for this.

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

10. How can you stop the use of your personal data for direct marketing?

If you wish to stop receiving direct marketing communications from us, simply click the 'unsubscribe' link in any email communication that we send you. We will then stop sending any further emails.

Please note that you may continue to receive communications for a short period after changing your preferences while our systems are fully updated.

11. Further questions

If you feel that your data has not been handled correctly, please contact 020 3291 4387 to express your concerns and we will work with you to ensure the problem is resolved.