Connective Play Privacy Notice

Connective Play LLP,

Tel: 07395152074

Email: connectiveplay@gmail.com

What type of information do we ask for?

Before you start a connective play program we will ask for details about you and your child. This will normally include personal details including full name, address, email, telephone number and your child’s date of birth. We also keep a copy of the child questionnaire that we give you to complete prior to, or when you begin sessions with us. This includes details about how your child completes daily activities. This form might be added to by us, as we get to know you and your child in more depth over several sessions. We also give you the opportunity to share your child’s EHCP with us or any other reports that you feel may be useful. As employees we will keep copies of our DBS checks, insurance and policies up to date.

How do we get the information?

When you book with us online you have to complete a booking form which will give us access to your phone number and email address. We will normally have a telephone or email conversation with you prior to starting the program. We will also send through the post or personally give you our ‘Whole child Questionnaire’ which we ask you to hand back to us personally. We ask you kindly not to post it. During this conversation we normally take down some of your personal details listed above, discuss in more depth details about your child such as how they communicate, move, their interests and so on as well as any diagnosis or medical and allergy information. We do not share any of this information with anyone outside of Connective Play and we will always ask you for your consent to take any information from you.

What do we do with the information you give us?

We use the information you give us to contact you with any information we might have for you, to discuss things with you that may be happening in the program or any changes to the program. This is normally email or by phone. We therefore will keep your email in our email contact list. This is not shared or viewed by anyone outside of Connective Play. Other information is used normally
in conversation with you, to plan the sessions and activities that will support your child’s development and wellbeing. We will also use it to support any setting of goals, to reflect upon any changes to your child or their needs along the way and to evaluate how we might adapt our activities to meet each child’s individual needs.

How do we look after the information you give to us?

The majority of information we store is held on paper records. We keep any information you give us (personal and the whole child questionnaire, goals and notes from conversations, professional reports, EHCPs) in a securely locked filing system. We keep your email in the contacts section of our email system.

All paper copies of children and staff records are kept in a locked cabinet. Members of staff have restricted access to these files, ensuring that the information taken from the files remains confidential and on site at all times. These records are shredded after the retention period which is three years.

Sometimes information about individual children is used in certain documents, such as, referrals to external agencies and disclosure forms. These documents include data such as children’s names, date of birth and sometimes address. We will always ask for consent and the records are shredded after the relevant retention period.

The names and addresses of those on our waiting list are shredded if the child does not attend or added to the child’s file and stored appropriately.

Connective Play keeps the name, business address, email address and contact number of the people who supply us with services and resources. This information can be stored both electronically on external hard drives and in paper format; this information is kept in a locked cabinet. These records are shredded after the relevant retention period.

Connective play keeps personal data held visually in photographs or videos unless written consent has been refused by the parent/carer. No names are stored with images in digital files, displays or on the website.

Access to our laptop is password controlled and only current members of Connective Play will hold these passwords.

How do we ensure that we are protecting your data protection right?

You have a right of access.

At any point you can make a request relating to your data and Connective Play will need to provide a response (within 1 month). We can refuse if we have a
legal obligation and you will have the right to complain to the ICO if you are not happy with the decision.

You have the right to rectification
You have the right to have any inaccurate or incomplete personal data rectified. You can ask us to do this at any time.

You have the right to erasure
You have the right to request we erase your data where there is no compelling reason for its continued use. However, we do have a duty to keep children’s and parent’s details for a ‘reasonable time’. Connective Play will retain all records for 3 years from when you choose to leave Connective Play. This data is archived securely and shredded after the retention period.

You have the right to restrict processing
You have the right to ask us to restrict the processing of your information in certain circumstances. This means that records can be stored but must not be used in any way, for example reports or for communications.

You have the right to object to processing
You can object to your data being used for certain activities, for example research.

You have the right to data portability
You have the right to ask that the transfer of information you gave us to another organisation, or to you, in certain circumstances.

If you are unhappy about anything we do with you data please do speak to us or you can complain to:

Information Commissioner’s Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.
Connective Play Client Contract

Thank you for booking with Connective Play. Please read through the contract and sign if you agree. Please make yourself aware of our cancellation policy which can also be found on our website:

We ask that you remain with your child at all times during the sessions. Please do not take photos during the program and refrain from using your mobile phone.

Please be sensitive with confidential information and refrain from discussing any personal details or discussions that have happened in the sessions, outside of the group. This includes any information that may make someone identifiable. Abusive language and behaviour will not be tolerated and people will be asked to leave the session if this happens.

Connective Play sessions do sometimes involve food. Please make us aware of any allergies you or your child has prior to the program starting.

Unfortunately all sessions with a specific starting date, once booked online or paid for over the phone, through bank transfer or by cash/cheque will be charged for. These include sessions that are missed by the client. Extenuating circumstances may be considered at the discretion of Connective Play LLP.

For sessions that have no specific start date there is the standard cooling off 14 day period offering in which a refund will be offered providing the customer informs us they are cancelling within this period. This must occur at least 14 days before the course begins. If the session is cancelled within 14 days of the session beginning a refund will not be offered and sessions will be charged for at the normal rate.

If in the unfortunate circumstances Connective Play LLP has to cancel a session at late notice which in this case is considered to be within 24 hour’s notice, a rescheduled appointment will be made at no extra cost or refund offered.

During the sessions, if we feel a client is conducting themselves in a manner not adhering to our safeguarding and behaviour policy Connective Play LLP has the right to terminate the session with no refund. Connective Play LLP has the right to ask anyone to leave during a session or not return to further sessions on the course with no refund. This is however something we will always try our best to avoid.
All payments need to be completed online prior to the start of the session. We are unable to hold a space for you until payment has been made.

Currently the maximum size for the Connective Play group program is 6 children and 6 adults. If a group program has 3 or less children/adults booked on it, it is still possible we will run the session, but we do have the right to cancel this session up to 48 hours prior to the start of the session and we will offer to reschedule or a full refund.

I, .......................................................... understand the above contract. I have provided accurate information about myself and my child. I understand the information I have provided will be kept confidential and will not be shared outside of Connective Play without my consent. I understand that the information used will be used to plan activities that support my development and well being. I have been given, and understand the Privacy Notice.

I understand that Connective Play uses activities that involve touch. There is an increasing body of research on the benefits of touch for human development, health and wellbeing and at Connective Play we believe that touch can help people connect with each other and touch can foster trusting relationships. During a typical session touch may be used to engage children, to guide children through activities that may be challenging, to aid relaxation and to support children to regulate their feelings and behaviour. Children will not be held or restrained at Connective Play and touch activities will only be used when children are comfortable and willing to participate in them.

I understand that there is no guarantee that this program will be effective for all individuals and I will not hold Connective Play or any person associated with the organisation responsible for the outcome either during the session or after the session.

Parent/guardian name: ..............................

Signature: .............................................. Or tick the box to sign

Date: ..................................................................

This form can be handed in to Sarah Percival prior to your first session or emailed to connectiveplay@gmail.com