

Annex C: Tapestry Privacy

This annex describes our privacy policy for people who access the Tapestry online learning journal service, (<https://tapestryjournal.com>). This policy is intended to be shared with any person who uses Tapestry as part of their “right to be informed” under UK data protection law. Since we operate as

a Data Processor for our customers, the Data Controller (the childminder, educator, nursery, school or similar educational organisation), will need to provide extra information to fulfil the “right to be informed”. We describe this extra information briefly in ‘Annex A: Tapestry Data Protection’ and

you can get more guidance from the UK Information Commissioner’s Office: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-be-informed/>.

We are the Foundation Stage Forum Ltd, a company registered in England with company number 05757213 and a registered address of 1, Southdown Avenue, Lewes BN7 1EL, UK.

Our customers are childminders, educators, nurseries, schools or similar educational organisations.

You are someone who has been given access to Tapestry by one of our customers. For example, you could be a member of staff, a relative of a child, the child themselves, or someone acting on behalf of a child.

You may have rights under EU Data Protection legislation relating to information we store about you. These rights are described here: <https://ico.org.uk/for-the-public/>. If you want to exercise those rights, please contact the customer who is storing data in Tapestry in the first instance (e.g., the school or nursery). If they want help in carrying out your request, they can contact us.

Our lead supervisory authority for data protection is the UK Information Commissioner’s Office (<https://ico.org.uk>).

The Service

Our customers pay us to provide them with a service that allows them to create online learning journals for children under their care, monitor those children’s progress and share this information with their staff and, if they wish, those children’s parents and relatives.

What data do we collect?

Our customers may choose to store some of the following data on our service:

- The names and email addresses of their staff

What data do we collect?

- The names, dates of birth and postcode of their children
- The names and email addresses of the parents and relatives of their children
- The contents of a learning journal:
 - assessments of children’s performance – notes, photographs and videos of the children
 - A record of the child’s care:
 - what they ate and drank
 - toileting
 - how they slept
 - whether they had any accidents

1216 Our customers store this information in order to record, analyse and, if they 1217 wish, share the progress of their children.

1218 Our customers have the freedom to choose what data they store and who they 1219 store it about.

1220 Our customers choose who has access to the data.

1221 Our customers are able to correct and delete data at will.

1222 Our customers must tell you, as part of your right to be informed, what data 1223 they are storing, why they are storing it and who they are sharing it with.

1224 In providing the service, we will send automated emails to staff and parents 1225 in order to confirm email addresses, reset passwords and notify them of events 1226 relating to the customer (such as when a new observation is added about a child). 1227 We never send any marketing information, though we do send staff a newsletter 1228 about Tapestry.

1229 We ONLY access the data stored by our customers in order to carry out our 1230 customer's instructions, to maintain or improve the service or to fix faults.

1231 We do not use our customer's data for marketing. We use sub-contractors to

1232 process some of the data, but we do not otherwise share this data with other 1233 organisations.

1234 If your contact details are registered on Tapestry in the 'contact details' section, 1235 or as a 'manager' then we may contact you if we have a question or concern 1236 about the associated Tapestry account.

1237 When you visit the Tapestry web site we collect your:

1238 • IP address, together with

1239 • Information your computer sends about its web browser and operating system, and

1240 • What pages you look at (e.g., the list of observations), but not the content 1242 of those pages (i.e., we could not tell directly from the data whether the 1243 list of observations contained information about a particular child, though

1244 given time and access to the data above it would be possible to figure that 1245 out).

What is the lawful basis for storing this data

1246 We use this information to monitor the security of our service, to help us figure 1247 out how to improve the service (e.g., what browsers should we support? How 1248 much capacity should we add?) and to improve the way we market the service 1249 (e.g., what search terms were used to discover our site). We do not share it.

1250 If you use our phone or tablet application we collect:

1251 • The IP address of the network your phone or tablet is on, together with

1252 • The make and model of your phone or tablet, together with

1253 • The version of your phone or tablet's operating system, together with

1254 • Details of any crashes that occur in the application, and

1255 • What screens you look at in the application (e.g., the list of observations),

1256 but not the content of those screens (i.e., we could not tell directly from 1257 the data whether the list of observations contained information about a 1258 particular child, though given time and access to the data above it would 1259 be possible to figure that out).

1260 We use this information to monitor the security of our service and to help us 1261 figure out how to improve the service (e.g., what causes crashes? which crashes 1262 need fixing most urgently?). We do not share it.

1263 **What is the lawful basis for storing this data**

1264 Our customers decide and must tell you the lawful basis for the data they add 1265 to Tapestry. Please note, your consent is not the only lawful basis for storing 1266 data and our customers may have a different legal basis.

1267 **Whose data is it?**

1268 We don't claim ownership of the data entered into Tapestry. We only use it
1269 according to our customer's instructions to provide the service described above.

1270 Formally, in UK data protection legislation terms, our customers are the "Data 1271 Controller" and we are the "Data Processor".

1272 There are three exceptions to this, where we are the "Data Controller":

- 1273 1. The content of our billing system
- 1274 2. The content of our support ticket system
- 1275 3. The content of our forums

1276 These exceptions are described in more detail in Annex E and Annex F.

1277 **Who do we share data with?**

1278 We do not share data, except as explicitly requested by our customers.
How do we collect the data?

1279 If they wished, our customers might give other people (e.g., staff or parents)
1280 access to data. They might download or print some or all of the data and share 1281 it with other people (e.g., staff, parents, the government). They might transfer 1282 some of the data to another organisation (e.g., parents, the government, another 1283 educational establishment looking after a child).

1284 We ONLY access the data stored by our customers in order to carry out our 1285 customer's instructions, to maintain or improve the service, or to fix faults.

1286 **How do we collect the data?**

1287 Most data is entered by our customers directly into our website or through our 1288 phone and tablet applications. Our customers may, if they wish, permit parents 1289 and relatives of children to add data to the service.

1290 Some data (described above) is sent automatically by your web browser or by 1291 our applications.

1292 We may store cookies on your computer in order to verify that you are logged 1293 in and to store your preferences. The cookies themselves do not contain any 1294 identifiable information about you or about what you look at.

1295 **Can I see my data that is stored on your system?**

1296 Yes. The school, childminder, nursery or similar educational organisation, can 1297 give you a copy of data about you that they or you have stored in Tapestry. We 1298 can provide you with a copy of any of the other data that has been collected 1299 (e.g., our records of your IP address and / or make and model of your tablets

1300 etc.).

1301 **Can I have my data corrected or deleted?**

1302 Yes. The school, childminder, nursery or similar educational organisation, can 1303 correct or delete the data they or you have stored in Tapestry.

1304 The process of deletion is gradual: initially deleted data is moved to a 'deleted'
1305 area in case it was deleted in error. After a delay, it is then permanently deleted 1306 from our main systems. After a further delay, it is then permanently deleted 1307 from our backups.

1308 **What are our customer's responsibilities?**

1309 Our customers decide who to add data about, what data to add, and how long to 1310 keep it for. They have overall responsibility for complying with Data Protection Contacting Us

1311 law (or the equivalent in other countries).

1312 We describe this in more detail in the contract we have with our customers. But, 1313 for instance, they have to:

1314 • Ensure they have a legal basis for what data they store on Tapestry and 1315 who they share it with.

1316 • Think about what information it is appropriate to share with whom, given 1317 their situation and that of the children under their care.

1318 • Respond to requests for access to data.

1319 • Train their staff about sensible security and confidentiality precautions:

1320 – Taking care of passwords.

1321 – Taking care not to install software on computers that may compromise
1322 security.

1323 – Taking care not to access material from inappropriate places where it 1324 can't be kept appropriately confidential.

1325 • Delete data when it is no longer required.

1326 • Remove access for people who no longer need access.

1327 • Give parents instructions in accordance with their safeguarding policy.

1328 **Contacting Us**

1329 You can contact us at customer.service@eyfs.info or 1, Southdown Avenue, Lewes 1330 BN7 1EL, UK.

1331 We also have a Data Protection Officer, Lauren Foley, who can be reached at 1332 dpo@eyfs.info.