

Privacy policy for parents and children

Every day, we organize loving and inspiring childcare for your child(ren). We do this at the childcare location itself but also behind the scenes. Our staff coordinate vacation programs, while our location coordinators, head of childcare and management coaches to ensure the pedagogical quality. Also, our planners will gladly help you change your childcare days and our colleagues at the communication department make sure you receive all news about your childcare location. In order to organize all this to the best of our abilities, we need your information. In this privacy policy, we would like to inform you about what exactly happens with this information. Do you use our services? Then we assume you have taken note of and agreed with this privacy policy.

Here's what you need to know

- We collect information in order to provide the best possible care for your child and to accommodate the childcare you desire.
- We are always clear and transparent about what information we collect from you and why we need this information.
- We handle your information carefully and with confidentiality and we will do everything possible to prevent misuse, loss, unauthorized access and unwanted disclosure.
- We only exchange your information with a third party if this is necessary. For our planning services and sending out our newsletters, for example.
- We do not sell your information to third parties.
- We respect that your information is private. Therefore, you can contact us at communicatie@opstoom.nl, if you no longer wish to give your permission for us to see your information, if you want to rectify your information, transfer your information to either you or another party or if you no longer wish to have us process your information. We will respond to your request within the legal term of 4 weeks and will ask you to identify yourself.
- We handle and store your information according to the European law, including the General Data Protection Regulation.

What information do we collect and where do we store it?

When you visit (one of) our websites, we collect certain information through Google Analytics, which help us improve the website. We don't collect any personal information, but anonymized information about your activities on the website as well as which internet browser and type of device you use. On our website, there is no intention to gather information regarding visitors under the age of 16 years old.

Once you register your child for childcare by Op Stoom, we collect certain information that allow us to enter into a childcare contract with you, offer good childcare, track the development and wellbeing of your child, communicate with you and contact you regarding invoices and billing. This concerns the following information:

- First- and last-name (parent and child)
- Gender (parent and child)
- Date of birth (child)
- Marital status (parent)
- Address information (parent and child)
- Telephone number (parent)
- E-mail address (parent)
- Account number (parent)
- Photo's (child), if permission is provided
- Other personal information that you yourself actively provide us with via My Op Stoom, in correspondence or by telephone

As well as the following special and/or sensitive personal information:

- Social security number (BSN) (parent and child)
- Religious conviction if applicable to diet (child)
- Health information (if applicable) for providing the right care, in the case of allergies, for example (child)

This information is stored on our own secured Op Stoom servers or a secured server of a third party. For the processing of all information regarding persons under the age of 16, we always actively ask permission of the parent.

When you read our newsletters, we collect certain information through MailChimp in order to improve our newsletters and service. We can see what percentage of the receivers opens the newsletter and on which links people often click, for example.

For how long do we store your information?

Op Stoom does not keep your information longer than necessary.

- We keep all the information relevant for the childcare contract, up to 7 years after the end of placement.
- Footage of your child is kept per year, with a maximum of 3 years. In the beginning of 2019 all the footage of 2016 will be deleted. Footage that has been selected for commercial use is kept for a maximum of 5 years.

- All the information we need to ensure good childcare, like the child-information-card (Kindkaart) and Well-being (Welbevinden), will be deleted immediately after the end of placement.

When do we share your information with a third party?

We handle your information carefully and with confidentiality and only exchange your information with a third party if this is necessary:

- For planning we use the software of Flexkids.
- For communication we use MailChimp.
- We are legally obligated to exchange your information with the tax office (for childcare benefits) and the Healthcare Service (GGD) (for inspection purposes).
- Information exchange is also possible with the municipality, school or healthcare provider, but for this we always request your permission first.

The agreements regarding data exchange and processing with Flexkids and MailChimp have been recorded in a processing agreement. Op Stoom remains responsible for the processing.

Responsible for this Privacy policy

Childcare Op Stoom, all included private limited liability companies, as these are included in the General Terms and Conditions of Op Stoom

Rutherfordstraat 4
2014 KA Haarlem

If anything changes regarding the manner in which we handle your information, we will adapt this privacy policy. You can always find the most recent version of our privacy policy on opstoom.nl.

If you have any questions regarding this privacy policy, if you are not assured your information is safe, or if you feel we are not careful enough with your information, please contact us through communicatie@opstoom.nl or 023 - 5442737.

If you are nevertheless not satisfied with how Op Stoom deals with your privacy, you can contact the privacy authority.