

North Somerset Nappies Privacy Statement

This document concerns the data that we collect about the residents that use our services. We are committed to ensuring that any personal data we hold about you and your child is protected in accordance with data protection laws and is used in line with your expectations.

This privacy notice explains what personal data we collect, how we use it and how we protect it.

Once we are contacted via email by a resident enquiring about our services we only use any contact details for as long as that resident uses our services. This can be an email conversation, a demo, a loan kit, and/or a talk. After these services have been delivered we only use those contact details to send surveys inviting feedback, a maximum of two, one about a year later.

Contact details and emails will be deleted from computer systems, including back ups, a maximum of two years after the date of initial contact.

All details are transferred to a records sheet that we use for collecting data. After 18 months, all identifying details (names, addresses, email addresses) will be removed from the records sheet and replaced with a number.

At the point of loan kit delivery we ask families to complete a form so that we have information about where the loan kit is. This includes name, address, telephone number, email address. We also collect optional information: baby's age, baby's current weight and how the resident heard about us.

We collect this data in order to evaluate our services and tailor it to suit our families.

Sheets used for collecting records at the point of loan kit delivery will be shredded after the loan kits are delivered back, checked off, and the details are transferred to the records sheet. Generally though, this information is collected digitally.

No identifying details will be shared with any other agency or individual.

Email addresses will not be used for direct marketing or regular newsletters.

We use an app called Sortly to catalogue our nappies and sort them into kits. We do use a name identifier in the app when the loan kits are issued, while the kit is with a family, and on return of the kit. Once the kit is checked back in, this folder with the name on it is deleted. It is only on the app for the duration of the loan.