

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 or EU 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 WaterCourt, 65 High Street, Lewes, England, BN7 1XG, 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 UK or 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
- The names, dates of birth and postcodes of their children
- The names and email addresses, and billing addresses of the parents and relatives of their children

- 1350 • The contents of a learning journal:
 - 1351 – assessments of children’s performance
 - 1352 – notes, photographs and videos by and of the children
 - 1353 – comments by staff, children and relatives
 - 1354 • A record of the children’s care:
 - 1355 – what they ate and drank
 - 1356 – toileting
 - 1357 – how they slept
 - 1358 – whether they had any accidents
 - 1359 – comments by staff and relatives
 - 1360 • A record of the children’s booked sessions and attendance:
 - 1361 – when they were scheduled to attend
 - 1362 – when they were recorded as being present or absent
 - 1363 – notes relating to that attendance (e.g., whether they didn’t attend
 - 1364 because they were ill)
 - 1365 • Invoices and financial data:
 - 1366 – for regular and additional booked sessions
 - 1367 – for extras e.g. food, late fees, school trips etc
 - 1368 – records of payments made
 - 1369 – records of credits and debits.
 - 1370 • A register of the children’s attendance:
 - 1371 – when they were recorded as being present
 - 1372 – notes relating to that attendance (e.g., whether they didn’t attend
 - 1373 because they were ill)
 - 1374 • Activities that are planned:
 - 1375 – worksheets and other materials needed to carry out the activity
 - 1376 – questions and answers on the activity by staff, children and relatives
 - 1377 • Memos or notices that the customer wishes to share with relatives:
 - 1378 – documents that might be attached to the Memo
 - 1379 – questions and comments made by staff and relatives
 - 1380 • Reflections on particular children, particular activities or particular aspects
 - 1381 of the customer’s setting.
 - 1382 – comments and additional reflections by other staff.
 - 1383 • Documents that the customer needs to manage or share with relatives.
- 1384 Our customers store this information in order to manage their setting and record,
- 1385 analyse and, if they wish, share the progress of their children.
- 1386 Our customers have the freedom to choose what data they store and who they
- 1387 store it about.
- 1388 Our customers choose who has access to the data.
- 1389 Our customers are able to correct and delete data at will.
- 1390 Our customers must tell you, as part of your right to be informed, what data
- 1391 they are storing, why they are storing it and who they are sharing it with.
- 1392 In providing the service, we will send automated emails to staff and parents

1393 in order to confirm email addresses, reset passwords and notify them of events
1394 relating to the customer (such as when a new observation is added about a
1395 child).

1396 We ONLY access the data stored by our customers in order to carry out our
1397 customer's instructions, to maintain or improve the service or to fix faults.

1398 We use sub-contractors to process some of the data, but we do not otherwise
1399 share this data with other organisations.

1400 If your contact details are registered on Tapestry in the 'contact details' section,
1401 or as a 'manager' then we may contact you if we have a question or concern
1402 about the associated Tapestry account.

1403 When you visit the Tapestry web site we collect your:

- 1404 • IP address, together with
- 1405 • Information your computer sends about its web browser and operating
1406 system, and
- 1407 • What pages you look at (e.g., the list of observations), but not the content
1408 of those pages (i.e., we could not tell directly from the data whether the
1409 list of observations contained information about a particular child, though
1410 given time and access to the data above it would be possible to figure that
1411 out).

1412 We use this information to monitor the security of our service, to help us figure
1413 out how to improve the service (e.g., what browsers should we support? How
1414 much capacity should we add?) and to improve the way we market the service
1415 (e.g., what search terms were used to discover our site). We do not share it.

1416 If you use our phone or tablet application we collect:

- 1417 • The IP address of the network your phone or tablet is on, together with
- 1418 • The make and model of your phone or tablet, together with
- 1419 • The version of your phone or tablet's operating system, together with
- 1420 • Details of any crashes that occur in the application, and
- 1421 • What screens you look at in the application (e.g., the list of observations),
1422 but not the content of those screens (i.e., we could not tell directly from
1423 the data whether the list of observations contained information about a
1424 particular child, though given time and access to the data above it would
1425 be possible to figure that out).

1426 We use this information to monitor the security of our service and to help us
1427 figure out how to improve the service (e.g., what causes crashes? which crashes
1428 need fixing most urgently?). We do not share it.

1429 **What is the lawful basis for storing this data**

1430 Our customers decide and must tell you the lawful basis for the data they add
1431 to Tapestry. Please note, your consent is not the only lawful basis for storing

1432 data and our customers may have a different legal basis.

1433 **Whose data is it?**

1434 We don't claim ownership of the data entered into Tapestry. We only use it
1435 according to our customer's instructions to provide the service described above.

1436 Formally, in UK and EU data protection legislation terms, our customers are
1437 the "Data Controller" and we are the "Data Processor".

1438 There are some exceptions to this, where we are the "Data Controller":

- 1439 1. The content of our billing system. This is described more in Annex E.
- 1440 2. The content of our support ticket system. This is described more in Annex
1441 E.
- 1442 3. The content of our forums. This is described more in Annex F
- 1443 4. The email marketing we carry out when users opt in. This is described in
1444 its own policy [https://eyfs.info/forums/topic/51993-mailing-list-privacy-](https://eyfs.info/forums/topic/51993-mailing-list-privacy-policy/)
1445 [policy/](https://eyfs.info/forums/topic/51993-mailing-list-privacy-policy/)
- 1446 5. The content of our CPD site if you choose to use it. This is described in
1447 its own privacy policy on <https://cpd.tapestry.info/>.

1448 These exceptions are described in more detail in Annex E and Annex F.

1449 **Who do we share data with?**

1450 We do not share data, except as explicitly requested by our customers.

1451 If they wished, our customers might give other people (e.g., staff, children or
1452 parents) access to data. They might download or print some or all of the data
1453 and share it with other people (e.g., staff, children, parents, the government).
1454 They might transfer some of the data to another organisation (e.g., parents, the
1455 government, another educational establishment looking after a child, or the print
1456 company Group Hugs to order printed copies of journals).

1457 If PDF journals are made available to parents, the parents can share that journal
1458 with Group Hugs through us. At that point they will enter into their own
1459 contract with them. We do not share any data with Group Hugs unless we are
1460 directed to. The only information parents can send to Group Hugs through us,
1461 is that which our customers have first made available to them.

1462 We ONLY access the data stored by our customers in order to carry out our
1463 customer's instructions, to maintain or improve the service, or to fix faults.

1464 **How do we collect the data?**

1465 Most data is entered by our customers directly into our website or through our
1466 phone and tablet applications. Our customers may, if they wish, permit parents
1467 and relatives of children to add data to the service.

1468 Some data (described above) is sent automatically by your web browser or by
1469 our applications.

1470 We may store cookies on your computer in order to verify that you are logged
1471 in and to store your preferences. The cookies themselves do not contain any
1472 identifiable information about you or about what you look at.

1473 **Can I see my data that is stored on your system?**

1474 Yes. The school, childminder, nursery or similar educational organisation, can
1475 give you a copy of data about you that they or you have stored in Tapestry. We
1476 can provide you with a copy of any of the other data that has been collected
1477 (e.g., our records of your IP address and / or make and model of your tablets
1478 etc.).

1479 **Can I have my data corrected or deleted?**

1480 Yes. The school, childminder, nursery or similar educational organisation, can
1481 correct or delete the data they or you have stored in Tapestry.

1482 The process of deletion is gradual: initially deleted data is moved to a ‘deleted’
1483 area in case it was deleted in error. After a delay, it is then permanently deleted
1484 from our main systems. After a further delay, it is then permanently deleted
1485 from our backups.

1486 **What are our customer’s responsibilities?**

1487 Our customers decide who to add data about, what data to add, and how long to
1488 keep it for. They have overall responsibility for complying with Data Protection
1489 law (or the equivalent in other countries).

1490 We describe this in more detail in the contract we have with our customers. But,
1491 for instance, they have to:

- 1492 • Ensure they have a legal basis for what data they store on Tapestry and
1493 who they share it with.
- 1494 • Think about what information it is appropriate to share with whom, given
1495 their situation and that of the children under their care.
- 1496 • Respond to requests for access to data.
- 1497 • Train their staff about sensible security and confidentiality precautions:
 - 1498 – Taking care of passwords.
 - 1499 – Taking care not to install software on computers that may compromise
1500 security.
 - 1501 – Taking care not to access material from inappropriate places where it
1502 can’t be kept appropriately confidential.
- 1503 • Delete data when it is no longer required.
- 1504 • Remove access for people who no longer need access.
- 1505 • Give parents instructions in accordance with their safeguarding policy.

1506 Contacting Us

1507 You can contact us at customer.service@eyfs.info or WaterCourt, 65 High Street,
1508 Lewes, England, BN7 1XG, UK.

1509 We also have a Data Protection Officer, Lauren Foley, who can be reached at
1510 dpo@eyfs.info.