

Sandy Road Day Nursery Handbook



Sandy Road Day Nursery

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Head of Centre: Lynda Hartness

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Welcome to Sandy Road Day Nursery

Dear parents, carers and families,

I would like to extend a very warm welcome to you and your child to Sandy Road Day Nursery.

I hope this handbook provides you with all the information you require.

If you have any queries, please do not hesitate to get in touch.

Kind regards

Lynda Hartness
Head of Centre



Sandy Road Day Nursery Vision, Values and Aims 2024

Practitioners and family's Vision at Sandy Road Day Nursery is to provide families with a **safe and nurturing environment** through **respect and trust**.

Our **shared values** are:

To **Be Inclusive** - everyone who attends or visits our nursery will feel welcome and included.

To **Show Respect** - everyone who attends or visits our nursery will be valued and respected as an individual.

To **Provide Opportunities** - everyone who attends or visits our nursery will have a variety of opportunities to build on their individual prior knowledge.

Our **Aim** is to **promote learning** for all, using **play experiences, safe spaces and interactions** to support **routine, fun and curiosity**.

We want our children to become **Successful Learners, Confident Individuals, Responsible Citizens, Effective Contributors**.

Sandy Road Day Nursery (2022)

Provision at Sandy Road Day Nursery

We are a 52-week nursery, providing Early Learning and Childcare for children from birth to school age. Our operational hours are between 8am-5.45pm, with those eligible accessing 1140 hours.

We have three playrooms:

Playroom	Capacity	Staff	Ratios
Cosy Corner Aged 0-2 years	6 Babies/toddlers At any one time	2 CDO's	3 babies: 1 CDO
Sunshine Room Aged 2-3 years	12 Toddlers At any one time	3 CDO's 1 SFLW	4 toddlers: 1 CDO
Rainbow Room Aged 3-5 years	30 Children At any one time	5 CDO's 1 SFLW	8 children: 1 CDO

All our children and families are supported to achieve positive transitions whilst considering each child's stage of development.

Staff Members

All Staff are fully qualified and registered according to Glasgow City Council policies and procedures. Meet the team.

Management Team

Head of Centre	Lynda Hartness FT/52w
Team Leader	Angela Meechan FT/52w
Area Manager	Liz Kerr

Child Development Officers (CDO)

Name	Work pattern	Name	Work Pattern
Abbie Fearon	FT/52w	Stefanie Wilson	FT/TT
Paula McArdle	PT/52w	Donna Wilson	PT/52w
Vanderlea McEwan	PT/TT	Lesley Ross	FT/52w
Carol Edelsten	FT/52w	Dawn Primrose	FT/52w
Kelly Higgins	FT/52w	Nicole McNeill	FT/52w
Amy Geddes	FT/52w		
Heather Riddell	FT/52w		

Support for Learning Workers (SfLW)

Nicola McLaughlin	PT/52w	Julie Buchanan	PT/52w
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Nursery Support Staff

Nursery Clerical Assistant	Gillian Hamilton FT/52w
Nursery Janitor	Alex Mackinnon PT/52w
Nursery Catering Assistant	Shirley Murphy PT/52w
Nursery Catering Assistant	Ann Donnelly PT/52w
Nursery Catering Assistant	Julie Buchanan PT/52w
Nursery Day Cleaner	Ashley Kennedy PT/52w
Nursery Domestic Cleaner	Alex Mackinnon PT/52w
Nursery Domestic Cleaner	Anna Finnigan PT/52w

FT = Full time, PT = Part time, TT = Term Time, 52w = 52 weeks

Glasgow City Council Nursery/School Holidays/In-Service

Days for Children on Term-Time Contracts (39 weeks)

Proposed holidays subject to change.

Holidays Dates 2025-2026

In service Days	Tues 12 th & Wed 13 th August: Children return Thurs 14 th
September	Fri 26 th Sep & Mon 29 th Sept 2025
In service Day	Fri 10 th Oct 2025
October Holiday	Mon 13 th to Fri 17 th October 2025
Christmas Holiday	Mon 22 nd Dec 2025 to Fri 2 nd Jan 2026 (school closes 2.30pm Fri 19 th Dec) Children return Mon 5 th Jan 2026
Mid-term Holiday	Mon 16 th to Tues 17 th Feb 2026
In service Day	Wed 18 th February 2026
Spring Holiday	Fri 3 rd April to Fri 17 th Apr 2026 (close 2.30pm Thurs 2 nd April) Children return Mon 20 th April 2026
May Day	Mon 4 th May 2026
In Service Day	Thurs 7 th May 2026 (subject to change)
May Holiday	Friday 22 nd to Mon 25 th May 2026
School Finishes	Thur 25 th June 2026 (schools close 1pm)

Glasgow City Council Nursery Holidays/In-Service Days for Children on 52-week contracts

Proposed holidays subject to change.

Holidays Dates 2025-2026

In Service Day	Tues 12 th & Wed 13 th August: Children return Thur 14 th August 2025
September weekend	Fri 26 th Sep to Mon 29 th Sept 2025
In service Day	Fri 10 th Oct 2025
Christmas Holiday	Thurs 25 th Dec 2025 to Fri 2 nd Jan 2026 Children return Mon 5 th Jan 2026
In service Day	Wed 18 th February 2026
Easter Weekend	Fri 3 rd Apr to Mon 6 th April 2026
May Day	Mon 4 th May 2026
In Service Day	Thurs 7 th May 2026 (subject to change)
May Holiday	Friday 22 nd to Mon 25 th May 2026
Fair Monday	Mon 20 th July 2026 (subject to change)

Glasgow City Council Nursery Application Process

To start the nursery application process, please collect an application form from the nursery office. Further information regarding which documents you need to provide will be explained to you. You should indicate three nurseries you would consider in order of preference. Then return the completed application form and the relevant documents to your first-choice nursery. Please note you the maximum applications you can submit within Glasgow City Council is one application, with the three establishments for consideration.

Sandy Road Day Nursery Register of Applications



We keep a register of all applications we receive. All information given in the application form will be considered by the Admissions Panel. Please note the length of time a child's name is on the application register does not determine the allocation of a place. If your circumstances change in any way we ask you to inform us as this may affect your application. There is a high demand for places and there is no guarantee of a place becoming available for your child in your first choice of nursery. Please ensure that you have requested a second and third choice of nursery on your application form.

Glasgow City Council Admissions Policy

All Early Learning and Childcare places are allocated in line with Glasgow City Council's Entry to all Early Years Establishments Policy. Places are allocated at local Area Admissions Panels which meet on a regular basis.

The Panel consists of Heads of Centres and representatives from Early Years Support Team.

Glasgow City Council Early Years Charging

Glasgow City Council sets the nursery session charges and meals/snack charges and these may be subject to change. Charges vary according to circumstances.

Payments are made direct to Glasgow City Council, through a variety of methods. Parents/carers are required to complete a contract with Glasgow City Council.

All 3-year-old to school age children, and some 2-year-olds are entitled to a government funded place. Government funded entitlement is 1140 hours per year from August 2020. More information on admissions and charging is available on request.

Sandy Road Day Nursery Enrolment Procedures

On being allocated a nursery place for your child a visit to nursery would be arranged.

Time at nursery is gradually built up as your child begins to settle. Each child is an individual and the time it takes to settle varies greatly according to their needs.

During this time, we ask for the patience and understanding of the parent/carer. This ensures a secure and happy child as the transition from home to nursery is very important for all concerned.

General Data Protection Regulation - Our Responsibilities

The General Data Protection Regulation (GDPR) is an EU law that came into effect on 25 May 2018. It replaced the Data Protection Act 1998, and the changes remain in place even after the UK left the EU in 2019. GDPR regulates the way we handle and process your personal information and gives individuals greater control over their own personal data.

For more information on what our obligations are as a Glasgow City Council Nursery please go to www.glasgow.gov.uk/privacy.

Children's Clothing at Nursery

There are forms of dress that are unacceptable within Glasgow City Council establishments, such as items of clothing which:

- Potentially, encourage faction (such as football colours.)
- Could cause offence (such as anti-religious symbolism or political slogans)
- Could cause health and safety concerns, such as loose-fitting clothing, dangling earrings etc.
- Carry advertising, particularly for alcohol or tobacco.

Please dress your child in comfortable clothing, that reflects the weather and allows your child to be as independent as possible.

Toothbrushing at Sandy Road Day Nursery

Our nursery is part of the 'Child Smile' programme which encourages and supports the development of good dental habits.



MC57: Child Protection and Safeguarding **At Sandy Road Day Nursery**

Keeping Children and Young People Safe

Educational establishments and services must create and maintain a positive ethos and climate which actively promotes child welfare and a safe environment by:

- ***ensuring that children are respected and listened to.***
- ensuring that health and wellbeing is central to the curriculum.
- ensuring that staff are aware of Management Circular 57 and child protection procedures and concerns.
- ensuring that any CP or Safeguarding concerns are progressed as per MC57 guidance.
- establishing and maintaining close working relationships and arrangements with all other agencies to make sure that professionals collaborate effectively in protecting children.
- ensuring the name of the Child Protection Coordinator and Depute Child Protection Coordinator(s) is on display within the establishment.

Name of CP Coordinator:

Lynda Hartness, Head of Sandy Road Day Nursery

Name of Depute CP Coordinator:

Angela Meechan, Team Leader

All educational establishments and services must take positive steps to help children and young people by ensuring that safeguarding is promoted through all elements of education including leadership, values, vision, the curriculum, learning and teaching, positive relationships, ethos and building resilience in our learners.

Safeguarding supports the development of learner's knowledge, skills and resilience to keep themselves safe and to protect themselves and develop an understanding of the world so that they can respond to a range of issues and potential risky situations arising throughout their lives.

Safeguarding and wellbeing issues are addressed through our personal, social and health education curriculum and care should be taken to ensure our children have opportunity to develop such knowledge and understanding within our establishments.

As with other areas of the curriculum, you will be kept informed of the health and wellbeing program for your child's establishment.

Language and Communication Friendly Establishment

Glasgow City Council and NHS Greater Glasgow and Clyde launched The Language and Communication Friendly Establishment as a joint initiative to develop the capacity for all educational establishments to support and develop the language and communication skills of all children.

Sandy Road Day Nursery was first accredited Language and Communication Friendly Establishment in 2019. This status was achieved through self-evaluation and a supportive assessment process. The process provided a multi-agency endorsement of our establishments capacity to support the development of all our children's communication skills. We are pleased to share we were reaccruited July 2025, and we continue to meet the criteria to maintain this accreditation.

Arrival and Collection of Children

A responsible adult should escort your child **TO** and **FROM** nursery. If you need to make alternative arrangements for the drop off/pick up of your child, it is important you **inform the nursery staff**. This avoids difficult situations when a child cannot leave the nursery with an adult who is a stranger to staff. On arrival each child should be signed in to their playroom and signed out when collected from their playroom.



Timekeeping

Your child will be given set hours at nursery, and it is **extremely important** you keep to these hours. It is important that your child is not continually late for their session as the staff work with your child to plan and carryout experiences, and if you are late at collection time can have a negative impact on your child and will have a negative impact on the running of the service.

If your child is unable to attend at the arranged times, please notify the nursery e.g. doctor/dentist appointments. If your child is ill, please inform the nursery describing the child's symptoms. Your help is greatly appreciated as we aim to offer you and your child a rewarding nursery experience.



Keeping in Touch

If the child in your care attends the nursery you will be asked to provide names, addresses and telephone numbers of two people for use in an emergency. Please keep this information up to date. In order that the nursery can pass on emergency information to you it is vital you inform staff of any changes as to where and how you can be contacted.

The nursery will open during the times already outlined, however on some occasions unforeseen circumstances may arise causing the nursery to close e.g. severe weather, power failure or difficulties out with our control. If this happens, we will do all we can to contact you regarding the opening and closing of the nursery.

Nursery Closed Facebook Group



We have a Sandy Road Day Nursery closed Facebook Group. Parents/carers will be asked for their consent before any photos of their child are used on this site.

For further information please speak to our team leader, Angela Meechan.

Groupcall Xpressions App

This app is completely free of charge to you and can be installed on your mobile phone or tablet. Using this free app, we can ensure we have effective communication between nursery and parents/carers.

Additionally, if you have children in multiple schools, you will be able to view information on multiple children within the same app.

Please talk to Gillian Hamilton, our Clerical Assistant for further information.

Mobile phone

In the interests of Child Protection, we insist that no mobile phones are used inside the Nursery unless agreed by a member of management.

No Smoking Policy

A 'no smoking' policy operates in all areas of the nursery and nursery grounds.

Parking

There is No Parking at any time in the carpark on the hashed lined areas or in the designated parking areas.

If you do so you are putting lives in danger as clear access is always required in both areas.

Please note our nursery does not have a designated drop off or pick up point. Please always adhere to parking restrictions.



Toy Fund and Fundraising

We have a red bucket in the hallway, and we ask if you can voluntarily contribute 50p per week. Your donations are used to purchase items such as a book for each child's birthday, ingredients for playdough and other resources for the children. Please give if you can.

We aim to organise one main fundraiser per year, this usually takes place in November or December and funds collected are then used for children's Christmas gifts and throughout the year for other relevant items. This organised event involves children and staff and relies on support from parents/carers, and families.

If you have any suggestions or comments regarding how we can raise money for the nursery children, we would be happy to hear them.

Sandy Road Day Nursery Children's Meals and Snacks

The children are provided with a healthy and varied menu for lunch and a selection of toast/sandwiches and fruit for snack. All food provided is planned and prepared by qualified staff.

Each day's lunch menu is displayed on a menu board situated in the hall.

We provide a variety of foods to cater for all dietary and cultural requirements.

Please **do not** bring food and drink into the nursey, as we have children and staff with food intolerances and allergies.

It is important we all do what we can to keep everyone safe.



Birthday Celebrations at Nursery

A book and a card will be provided by the nursery to celebrate each child's birthday.

To help to support good dental habits we do not celebrate in nursery with cakes or sweets.

Sandy Road Day Nursery Promotes a Breastfeeding Friendly Environment

In Sandy Road Day Nursery we promote a breastfeeding friendly environment, that supports families and colleagues who breastfeed, in doing this we are contributing to social and cultural change where breastfeeding is seen as the biological norm for feeding infants and young children.

Outdoor Play at Sandy Road Day Nursery

All children and young people have the right to play and the right to learn as enshrined in the UN Convention on the Rights of Children. Playing outdoors enhances learning and is fundamental for children and young people to thrive in health, wellbeing and development.

(Scotland's Outdoor Play & Learning Coalition Position Statement)

Outdoor play and learning is taken very seriously at Sandy Road Day Nursery, and all babies and children have daily access to our nursery garden. Our nursery garden and outdoor area can become a very dusty or a very muddy play environment and despite our best efforts your child will get dirty. Please only wear items of clothing on your child that you don't mind becoming dirty and that reflect the weather.

In nursery we supply each child with:

- nursery wellies
- nursery outdoor waterproof suit



Ensuring Effective Practice at Sandy Road Day Nursery

To support effective practice and in line with other Glasgow City Council educational establishments and early learning and childcare centres we are implementing the Curriculum for Excellence for most of our children aged 3 years until pre-school.

Most of our babies, toddlers, and children aged from birth to pre-school are supported by Education Scotland, Realising the Ambition: Being Me National Practice Guidance, Glasgow City Council Nurturing my Potential Good Practice Framework.

We provide a child led programme that is supported by aspects of the Curriculum for Excellence, Realising the Ambition: Being Me, and the Nurturing my Potential guidelines, in doing this we hope to meet the individual needs of all the children who attend nursery.

Staff in each of our three playrooms provide a programme of learning based on their observations of individual children, the observations are discussed during our regular health and wellbeing meetings ensuring that each child is supported to do the best they can in our responsive learning environments.

Suitable resources and experiences will be provided to aid each child to play independently or in a group. Opportunities to experiment and to broaden learning are offered daily.



Children's Learning Journey Profiles

Every child has a personal Learning Journey Profile, it is a folder, stored outside the child's playroom, with their photo and name on it. The Learning Journey Profile contains examples of each child's time in nursery, and their response to experiences offered.

Each page has an opportunity for the child's family to comment on the observation recorded.

Sandy Road Day Nursery School Improvement Plan

All Glasgow City Council Early Learning and Child Care Establishments have a School Improvement Plan in place. This plan provides opportunities for prioritising areas for improvement or further development.

This year our focus areas are:

- Improve family engagement opportunities
- Improve outdoor learning opportunities
- Improve staff and children's knowledge and use of digital technologies
- Improve learning, observations and recording



Supporting Transitions

"Transition is considered to be an adjustment over time to new contexts outside the family, where babies and children experience changes to their social environment, to their routines, to what is expected of them and to the relationships they have with others in new situations."

Realising the ambition: being me Feb 2020

At Sandy Road Day Nursery, we understand the importance of positive transitions for our babies, children and their families/carers. Each transition experience is unique to each baby/child, the transition process will differ for individuals, but at the centre of each will be:

The five 'C's that contribute to a positive transition are

Consistency

Communication

Child Centred

Collaboration

Culture

Burns, 2019



Primary School Enrolment

Nursery staff will advise parents/carers when the online system to enrol their child in primary school opens. Support to access the online account will be offered to anyone who requires it. Children will be part of a transition process that meets their needs, including a planned enhanced transition.

Sandy Road Day Nursery Community Links

Our nursery works closely with other nurseries, schools and agencies in the area. We are happy to encourage community involvement whenever possible; this includes working with our local Morrisons store. The nursery is a member of the Sandy Road Community Garden and our children, and their parents/carers are encouraged to get regular hands-on experience of growing and eating the produce from the garden.

Non-Denominational Nursery

Sandy Road is non-denominational. We welcome and respect children and families of all religions, faiths, cultures and beliefs.

Learning Community Links

Sandy Road Day Nursery is part of the St Thomas Aquinas Learning Community, other nurseries in this Learning Community are Knightswood early Years and Yokerburn Early Years.

Equal Opportunities

Glasgow City Council is an Equal Opportunities Authority. It is our policy to ensure a positive, tolerant and non-discriminatory ethos to all children and adults

Information on Parental Help



We hope that as parent/carer of children attending Sandy Road you will visit often and take part in nursery life, sharing your skills and abilities, (helping in the garden, painting, baking etc) would be greatly appreciated.

Parents are encouraged to take part in our 'Stay and Play' sessions, spending some time in the rooms with the children, reading stories or joining in activities.

Regular newsletters will be sent out to keep you informed of all that is happening in and concerning the nursery.

Unwell Children



If your child becomes unwell at nursery, we will contact you to:

- Make an appointment with the doctor
- Collect your child depending on symptoms

Please talk to a member of the management team if your child has been prescribed any medication.

If your child requires medication during nursery hours you should discuss this requirement with the Head of Centre. You will be asked to complete a Medicine Administration Form which authorises nursery staff to administer the medicine to your child. If your child suffers from Asthma, please remember to inform us of any activity that may trigger an attack.

If your child is unwell at home, please for your child's sake and the sake of other children do not bring them to nursery until they are fit and well.

If your child has had sickness or diarrhoea, it is Health Protection Scotland (Infection Prevention and Control in Day Childcare Settings) Guidance to allow 48 hours after the symptoms disappear before returning to nursery.

First Aid at Sandy Road Day Nursery

In the event of an accident or incident, first aid will be given, and should the need arise; your child will be taken to the accident and emergency unit at The Queen Elizabeth University Hospital, you will be contacted immediately and asked to meet your child and a staff member there.

In every Glasgow City Council workplace there is a Registered Named First Aider.

Here at Sandy Road Day Nursery, we have two registered named first aiders Angela Meechan and Dawn Primrose.

We are also very fortunate to have 14 members of staff who have completed Paediatric First Aid Training.

Toilet Training

We do not supply nappies, wipes or cream; therefore, we ask that you bring in enough to cater for your child's needs. When your child is ready to begin toilet training, we ask that you introduce it at home. Your child's key worker will be happy to discuss this further with you and support this journey.

Please ensure that your child has a spare change of clothes.

Duty of Candour Statement

Dear Service Users

The Duty of Candour is a statutory (legal) duty to be honest with all service users and their families when something goes wrong that appears to have caused or could lead to significant harm in the future.

This means that the staff and management in nursery must:

- Tell the parent (or carer) of a child when something has gone wrong
- Apologise to the parent (or carer)
- Offer an appropriate remedy or support to put matters right (if possible); and
- Explain fully to the parent (or carer) the short- and long-term effects of what has happened.

Sandy Road Day Nursery has a duty to provide an annual Duty of Candour statement. Sandy Road Day Nursery currently has no significant events to report. The management team has a commitment to undertake Duty of Candour training and raise awareness of this legislation within the entire team. If you require any further information regarding the Duty of Candour legislation, please speak to a member of the management team.

Kind regards

Lynda Hartness (Head of Centre)

Angela Meechan (Team Leader)

Customer Complaints Procedure

At Sandy Road Day Nursery we are always seeking to maintain and improve our service therefore if you have any comments or complaints to make about the service we are providing, it is advisable in the first instance to contact the Head of Centre (Lynda Hartness). If you feel a complaint has not been satisfactorily resolved then you may contact,

The Executive Director Education Services

City Chambers

Glasgow G2 1DU

You can also contact Care Inspectorate with any concerns at the following address: - Care Inspectorate

Compass House

11 Riverside Drive

Dundee DD1 4NY

Telephone Number 0845 600 95

Glasgow City Council

Education Services

Privacy statement for an Application for an Early Learning and Childcare Place

Privacy statement for Enrolment and Charging for an Early Learning and Childcare Place

Privacy statement for Consent for Photography/Videos

Who we are:

Glasgow City Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Its head office is located at City Chambers, George Square, Glasgow G2 1DU, United Kingdom, and you can contact our Data Protection Officer by post at this address, by email at: dataprotection@glasgow.gov.uk, and by telephone on 0141 287 1055.

Why do we need your personal information and what do we do with it? – Application

You are giving us your personal information to allow us to assess your application for a place for your child in an Early Learning setting within Glasgow City Council. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

Why do we need your personal information and what do we do with it? - Enrolment and Charging

You are giving us your personal information to allow us to enrol your child in an Early Learning and Childcare setting, to process charging where applicable and collect it. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

Why do we need your personal information and what do we do with it? - Photographs & Videos

You are giving us your personal information to allow us to take and use images for educational purposes. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

Legal basis for using your information:

We provide these services to you as part of our statutory function as your local authority. You can find more details of our role on our website at www.glasgow.gov.uk/privacy. Processing your personal information is necessary for the performance of a task carried out in the public interest by the council. If you do not provide us with the information, we have asked for then we will not be able to provide this service to you.

We may also need to process more sensitive personal information about you in order to protect your vital interests/the vital interests of others in circumstances where we will not be able to seek your consent.

Who do we share your information with?

We are legally obliged to safeguard public funds, so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes. We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. Your information is also analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website. It also forms part of our requirements in line with our Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

We will also share information with health and wellbeing services and may share information with other external agencies and organisations who provide or assist with educational provision and with online payment solution providers.

How long do we keep your information for?

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases, it is based on the business need. We will keep your personal information until your child transitions to primary school or leaves the service. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for.

You can view this on our website at www.glasgow.gov.uk/rrds or you can request a hard copy from the contact address stated above.

Your rights under data protection law:

- **access to your information** – you have the right to request a copy of the personal information that we hold about you.
- **correcting your information** – we want to make sure that your personal information is accurate, complete and up to date. Therefore, you may ask us to correct any personal information about you that you believe does not meet these standards.
- **Deletion of your information** – you have the right to ask us to delete personal information about you where:
 - I. you think that we no longer need to hold the information for the purposes for which it was originally obtained
 - II. you have a genuine objection to our use of your personal information – see *Objecting to how we may use your information* below
 - III. our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information – You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

Restricting how we may use your information – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Please contact us as stated above if you wish to exercise any of these rights.

Information you have given us about other people:

If you have provided anyone else's details on this form, please make sure that you have told them that you have given their information to Glasgow City Council. We will only use this information to contact those people in the event of an emergency. If they want any more information on how we will use their information they can visit our web site at www.glasgow.gov.uk/privacy or email dataprotection@glasgow.gov.uk.

Complaints:

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact the Council's Data Protection Officer by email at dataprotection@glasgow.gov.uk or by telephone on 0141 287 1055.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit their website for more information at- <https://ico.org.uk/concerns>

If your complaint is not about a data protection matter you can find details on how to make a complaint on our website at www.glasgow.gov.uk/complaints

More information:

For more details on how we process your personal information visit www.glasgow.gov.uk/privacy

If you do not have access to the internet you can contact us via telephone to request hard copies of our documents.

