

TIGERS CHILDCARE – PRIVACY NOTICE

Who are we?

We are Tigers Childcare of Suite 10, Plaza 256, Blanchardstown Corporate Park 2, Blanchardstown, Dublin 15 Tigers Childcare is the data controller in respect of personal data which we collect and process to provide our childcare facilities.

This notice sets out the basis on which any personal data we collect from you, or from others, will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

Our Data Controller may be contacted at info@tigerschildcare.com.

Details of Personal Data Processing

In the course of our business, we collect and process the Personal Data as set out in this Notice. This may include data we receive directly from a Data Subject (for example, by completing forms or by corresponding with us by mail, phone, email or otherwise) and data we receive from other sources (including, for example, business partners, sub-contractors in technical, payment and delivery services, credit reference agencies, government bodies and others).

We will only process Personal Data for the specific purposes set out in this Notice or for any other purposes specifically permitted by the applicable law. We will notify those purposes to the Data Subject when we first collect the data or as soon as possible thereafter.

What Personal Information do we Collect?

“Personal data” means any information relating to you which allows us to identify you, such as, your name, contact details, order number, payment details and information about your access and use of the [insert organisation] platform.

“Special category data” refers to more sensitive personal data which requires a higher level of protection, such as data relating to your health, religious beliefs, or political opinions. This sensitive data can only be processed under strict conditions.

While applying to avail of and when using Tigers Childcare services, we collect the following personal data:

PERSONAL DATA PROCESSED	
<ul style="list-style-type: none">• Name• Address• Contact details• Date of Birth• Medical data• Financial data• Immunisation records• Photographs• PPSN	<ul style="list-style-type: none">• CV• Qualifications• Email address

The personal data we collect, details of the processing activity and the lawful basis is as follows:

PROCESS	DESCRIPTION OF DATA, PURPOSE OF PROCESSING AND USE	LAWFUL BASIS
Child set up	<p>Name, address, date of birth, medical data, immunisation records, PPSN information, contact details of parents/guardians, financial information.</p> <p>We use this data to set the child up on our systems and to liaise with you about your child's wellbeing and development.</p> <p>When corresponding with us by phone, e-mail or otherwise, we ask you to disclose only as much information as is necessary to provide you with information on your child or our services.</p>	Contract/ legal obligation
Sales and marketing	<p>Name, address, contact details, communication preferences.</p> <p>We use this data to deliver information about our products and services and subscribe you to publications where you have subscribed to receive same; to send you invites to events etc.</p>	Consent / legitimate interest
Supply Chain	<p>Supplier (and their employees') names, contact details, financial information.</p> <p>We use this data to set you up as a supplier on our system; to liaise with you on projects that we are undertaking with you, to provide you with information and to process payment of your invoices etc.</p>	Contract
Recruitment/HR	<p>The type of information you may provide in your CV, a cover letter, your name, address, e-mail address and phone number. CVs should include information relevant to your employment history and education (degrees obtained, places worked, positions held, relevant awards, and so forth). We ask that you do not disclose sensitive personal information (e.g., gender, height, weight, medical information, religion, philosophical or political beliefs, financial data) in your application.</p> <p>We use this data to screen candidates, to assess suitability for roles and to make offers to successful candidates.</p>	Contract/Consent
Website data	<p>We collect data from cookies on our website. See our cookie policy for more information</p> <p>We use this data to administer and improve our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes; as part of our efforts to keep our website safe and secure; to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you.</p>	Legitimate interest and/or consent – depending on Cookie use
Special category data collected	<p>Children's medical information.</p> <p>This medical data will need to be processed when the child has an illness or condition that requires the creche staff to provide certain type care to the child and to know about certain allergies or intolerances.</p>	Explicit consent/legal claims



When you become our customer the processing of your personal data, will become a condition of the contract between us as we require certain information in order to be able to provide you with our services (e.g., contact information). In those circumstances, if you do not provide your information when requested, we may be unable to provide our services to you.

Obligations as Data Controller

Anyone processing personal data must comply with the six Data Protection principles of good practice. These provide that personal data must be:

- Be obtained and processed lawfully and fairly.
- Be collected and kept only for specified, explicit and legitimate purposes and not be used or disclosed in a manner incompatible with those purposes for which it was given to you initially
- Be protected against unauthorised access, alteration, disclosure or destruction, or unlawful processing.
- Be accurate, complete and where necessary, kept up to date.
- Be adequate, relevant and not excessive in relation to the purpose for which they were collected.
- Not be kept for longer than is necessary.

What information about you do we obtain from others?

When you use our services, we may obtain the following categories of personal data from others:

PROCESS	DESCRIPTION OF DATA, PURPOSE OF PROCESSING AND USE	LAWFUL BASIS
Special category data collected	Children's medical information. This medical data will need to be processed when the child has an illness or condition that requires the creche staff to provide certain type care to the child and to know about certain allergies or intolerances.	Explicit consent/legal claims

Who Do we share your data with?

We share your personal data with our selected business associates/ suppliers and contractors to provide you with our services/products. For example, these business partners may include our web hosting provider and our IT service providers. We may share your Personal Data with any member of the Tigers Childcare Group of Companies.

In addition, we may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If we or substantially all of our assets are acquired by a third party, in which case information held by us about our customers will be one of the transferred assets.
- If we are under a duty to disclose or share your information in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect our rights, property, or safety, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
- As part of a project with other companies in the Tigers Childcare Group.

We attach at Schedule 1 a list of all data processors, who process data on our behalf, with whom your personal data is shared.

How long do we keep hold of your information?

We only collect the amount of personal data that is necessary for us to fulfil our obligations as your Service provider, Contractor or employer. We will only keep that data for certain periods. The time periods for which we retain your data depends on the type of personal data and the purposes for which we use it. We will keep your personal data for no longer than is required or permitted.

For further information on the periods for which your personal data is kept, contact info@tigerschildcare.com.

Automated Decision Making

We use automated decision-making as part of our recruitment process. This involves assigning scores to candidates based on their responses to screening questions. If a candidate does not meet specific criteria—such as holding a valid work permit when one is required—their application is flagged by the system.

All flagged applications are then manually reviewed to ensure accuracy and to identify any potential false positives.

Data Security

We will process all personal data we hold in accordance with our Data Security Policy.

We will put in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. Personal data will only be transferred to a data processor if he agrees to comply with those procedures and policies, or if he puts in place adequate measures himself.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Our website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

CCTV

CCTV is in operation in Tigers Childcare premises for security and Health & Safety of the staff and children who attend our creches. Your image may be captured if you attend our premises in person.

Tigers Childcare is the data controller responsible for this data, with contact details below.

Should we capture your image, you are entitled to receive copies of any CCTV images under a Data Access Request. As per our current Retention policy, we only retain these images for 30 days.

What are your Rights?

You have the following rights:

- to request access to any Personal Data held by us relating to you (a “Data Subject Access Request”). To make a Data Subject Access Request, please email us at info@tigerschildcare.com
- to have any inaccurate or misleading data rectified, corrected or erased (subject to certain statutory restrictions).
- to restrict the processing of Personal Data in certain circumstances.
- not to be subject to a decision based solely on automated decision-making including profiling (subject to certain statutory restrictions).
- to data portability, which allows individuals to move, copy or transfer Personal Data from one IT environment to another. You can request to obtain a copy of your Personal Data in a commonly used electronic format so that you can manage and move it.
- to object to processing of Personal Data based on public interest grounds or based on legitimate interest of the data controller (subject to certain statutory exceptions).
- where your data is processed based on your consent, you have the right to withdraw your consent at any time. However, this will not affect the lawfulness of processing based on consent before your consent was withdrawn.

Please note that these rights are not absolute rights and may be subject to statutory restrictions.

To avail of any of the rights set out above, you may write to us at the address above or by email at: info@tigerschildcare.com. Suitable proof of identification will be required before a request can be processed.

You also have the right to make a complaint to a supervisory authority.

You may contact the Irish Data Protection Commissioner. Contact details for the Irish Data Protection Commissioner, as well as information on the relevant Data Protection Laws and Regulations, may be found at the Data Protection Commissioner's web site www.dataprotection.ie.

Changes to this Policy

This notice may change from time to time, and any changes will be posted on our website and will be effective when posted. Please review this notice each time you use our website or our services. This notice was last updated in May 2025.

Contact Us

For queries relating to children please direct your query to info@tigerschildcare.com.

For queries relating to colleagues or recruitment please direct your query to hr@tigerschildcare.com

SCHEDULE 1

We have set out below a list of third parties with whom we share your data.

Third party name	Description of services provided
Bizimply	Time and Attendance and HR software
Child Paths	Software for tracking attendance, child/family information and invoicing.
Sage Payroll	Payroll Processing
Tribepad	Application Tracking System (Recruitment)
Crown Records Management	Archiving and File Destruction
Smart Office AP	Purchase order and Accounts Payable processing
USEE, Patrol Alarms, G4S	CCTV