



Privacy Statement Parent App Partou

Via the Partou Parent App¹ (web portal and app) you can easily communicate with Partou about the care and well-being of your child.

When using the Parent App, personal data of you and your child are processed. Partou places great importance to your privacy. Partou guarantees this privacy by, among other things, strict compliance with the General Data Protection Regulation (GDPR). Partou will handle the information you provide with care and discretion. In this document, Partou would like to explain how and for what purpose personal data is processed in the Parent App.

Privacy & Consent

The first time you log in to the system, you can give permission for the use of photos and the use of the diary (written reports about your child) in the Parent App. It is therefore important that you read this document carefully together with the [terms of use](#).

If you do not consent to the use of photos and/or the diary, you can only use the system to consult information about the location, receive newsletters and general news items from your location, unsubscribe your child and send digital messages to the staff of your child's group.

Please note that this privacy statement only covers information that Partou shares. If, for example, you provide personal data to third parties via the Parent App, you are responsible for this.

The purposes of the processing of personal data

The processing of personal data by Partou takes place in order to execute the childcare agreement and to maintain a direct (customer) relationship with you. This allows us to improve and facilitate the care for your child, by enabling you and the staff to easily enter and share information. By exchanging information about your child, the group and the day care, you can stay informed at any time. Thanks to the photos and reports you receive, you can experience the day. This gives you more insight into the day-to-day operation at the location.

What data?

Partou distinguishes between two people involved whose personal data is processed within the Parent App: children and parents/guardians:

- o **Children:** First names, the name the child is known by, last name, date of birth, gender, citizen service number (BSN, will not be shown or stored in the Parent App, will only be sent to the Partou administration in the event of changes), name of parents/guardians (see parents/guardians), school, emergency numbers, notes about the child (such as: learning development, medical data, other data, child characteristics, mentors, participation in the National Vaccination Programme), permissions, planning information and additional requests for childcare, attendance information, photos, videos, daily reports (including daily rhythm), development data (observations, observation forms, transfer), participation in activities, credits.

¹ Partou consists of Partou B.V. and Smallsteps B.V.



o **Parents/guardians:** first name, last name, debtor number, citizen service number (BSN, will not be shown or stored in the Parent App, will only be sent to the Partou administration in the event of changes), e-mail address, photos, address details, telephone numbers, audit information (such as successful and failed login attempts, date/time of mutations, device used, IP address), system preferences (preferred language, notification settings), sent notifications and e-mail messages, information (newsletters / messages), invoices, annual statements, documents (including agreements) and participation in activities.

Your explicit consent is required for the processing of specific child data (photos, videos and daily reports). You can revoke this consent if you wish. This is not done retroactively. The withdrawal of consent therefore has no consequences for previously collected data during the period that consent was given.

Retention of personal data

The personal data of you or your child in the Parent App will not be stored by Partou any longer than is necessary in the context of the above-mentioned purposes. After termination of the childcare contract, the details of your child(ren) will be visible to you and our staff for another 8 weeks. This gives you, for example, the opportunity to download your child's diary and/or photos. After 8 weeks, the data will be digitally archived. The data of your child(ren) will be destroyed one year after termination of the childcare contract.

Security

All (personal) data collected via the Parent App is stored in a secure environment. We do our utmost to prevent unauthorized access to your data. We recommend that you take precautions to protect your and your child's privacy when using the Parent App, such as changing passwords regularly and using a secure browser. You are responsible for keeping your login details confidential.

Consent to Privacy Statement

Partou reserves the right to change its privacy policy at any time. Changes to the privacy statement will be announced in a timely manner. If you register for the use of the Parent App, you agree to the future versions of the privacy statement and the terms of use.

Requests and contact

Please contact our Customer Support department for all your requests and other questions or comments: currently: klantenservice@partou.nl / from 1 March 2024: support@partou.nl.

With regard to other rights of users, such as the request to delete your data, Partou refers to its [Partou Privacy Statement](#).

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