

The General Data Protection Regulation (GDPR) requires Zein International Child Care to specifically ensure it complies in terms of protection of privacy by design (i.t.o. personal data of parents, children, teachers and arbitrary office staff), that only necessary personal data is recorded and kept, and that processing, access-control and securitisation protocols are in place to protect use (processing) of, and access to personal data.

# Privacy Statement

(GDPR Compliance)

Zein Child Care B.V.  
Jozef Israelsplein 36  
2596AV Den Haag  
Telephone: 070 – 3268 263  
Email: [hendrik@zeinchildcare.nl](mailto:hendrik@zeinchildcare.nl)  
KvK-Nummer: 27262602

Processing of personal data within childcare falls under the exemption decision and does not have to be reported to the Dutch Data Protection Authority (AP).

25 May, 2018

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# Zein Child Care B.V. - Privacy Statement (EU -GDPR)

## 1) Changes under the EU-GDPR

On May 25<sup>th</sup> 2018, the EU General Data Protection Regulation (hereinafter referred to as GDPR) was activated. The new regulation replaces all previous data protection regulations in EU countries.

The Regulation updates and modernises the principles enshrined in the 1995 Data Protection Directive to guarantee privacy rights. It focuses on:

- reinforcing individuals' rights;
- strengthening the EU internal market;
- ensuring stronger enforcement of the rules;
- streamlining international transfers of personal data and;
- setting global data protection standards.

The GDPR give EU citizens (including foreigners residing in an EU country) more control over their personal data and make it easier to access it. The Regulation is designed to make sure that people's personal information is protected – no matter where it is recorded, sent, processed or stored – even outside the EU, as may often be the case i.t.o. internet based data administration service provision by global IT corporations such as, e.g., Microsoft.

## 2) Zein Locations and Services

Zein operates 6 locations in and around Den Haag, providing childcare in the form of Day Care, Pre-School and Out of School Care(OSC). Zein has childcare locations located at the following addresses:

### (1) Head Office – The Estate (Den Haag)

Jozef Israelsplein 36, 2596 AV Den Haag  
Telephone: 070 – 3268 263

Estate Day-Care (0 – 4 years)

Day-Care Telephone: 070 – 3242 032

Estate Pre-School (2.5 – 4 years)

Pre-School Telephone: 070 – 3268 263

Estate OSC

ASC Telephone: 070 – 3268 263

### (2) The Willows @ BSN (Leidschenveen)

Vrouw Avenweg 640  
2493 WZ Leidschenveen

Willows Day-Care (0 – 4 years)

Willows OSC (3+) – 12 years)

### (3) The Maples – @ ESH (Den Haag)

Houtrustweg 2a, 2566 AH Den Haag  
(Bomenbuurt)

Maples Day-Care (0 - 4 years)

Location land line: 070 – 205 7425

Maples Pre-School (2.5 – 4 years)

Location land line: 070 – 205 7425

Maples OSC (4 – 12 years)

ASC Telephone: 070 – 3268 263

### (4) Little Castle Day-Care (0 - 4 years)

Park de Werve 1  
2247 ES Voorburg

Location land line: 070 – 2197 253

### (5) The Elms – OSC @

HSV/Lyceum (4 - 12 years)

Ver-Huellweg 2

2585 JC Den Haag (Central)

Location Mobile: 06 – 5259 8771

### (6) The Oaks – OSC @ ISH (4 – 12 years)

Wijndaelerweg 9

2554 BZ Den Haag (Kijkduin)

OSC Telephone: 070 – 3268 263

## 3) Zein - responsible entity and DPO contact

Zein Child Care Group B.V. (hereinafter referred to as Zein), an international child care provider in The Hague, is responsible for the processing of personal data as shown in this privacy statement. Jan Hendrik Smit is registered as Data Protection Officer (DPO) at Zein (Reg No: FG 004679), in the DPO register of the Autoriteit



Persoonsgegevens (AP) of the Netherlands. He can be reached via email on [hendrik@zeinchildcare.nl](mailto:hendrik@zeinchildcare.nl) and/or via telephone, on +31 070 3268 263.

#### a) Privacy Statement – Clarification of Purpose & Application

This Privacy regulation statement provides clarity regarding the processing and use of personal data and associated visual material within the operational sphere of Zein, based on compliance with the EU General Data Protection Regulation (GDPR). It describes the extent, purpose and administrative detail of capturing personal data, of Zein customers and their children, the ultimate recipients of the child care that Zein provides.

### 4) Data recorded when registering with Zein

Information is requested from parents/guardians, when registering your child and applying for a place in Zein Day Care, Pre-School or OSC group(s) (via our website, email or telephone). When you register your child(ren) at Zein we record vital information, which is eventually used in execution of a legal contract and to create a child file for our pedagogical staff. When storing this data, the statutory or advised storage periods from the GGD are considered, and standard data security, processing and access control protocols are observed. Zein stores the following personal data of you/your child:

#### a) Enrolment forms Day Care, Pre-School and OSC – Data Requested

##### *i) Of the child(ren):*

- Start Date
- Type of care required (Day Care, Pre-School or OSC)
- Preferred location
- Preferred days
- Child's First Name/Surname
- Date of Birth
- Gender
- Nationality
- Home Language(s)
- BSN Number (if available)
- Current place/concern where care is provided
- School choice

##### *ii) Of the parent(s):*

###### Parent (1)

- Title
- First/Last Name
- Address (Street, postcode, town/city)
- Email address(s)
- Mobile No./Daytime Phone No.
- BSN Number Parent (1)
- Company Name

## Parent (2)

- Title
- First/Last Name
- Address (Street, postcode, town/city)
- Email address(s)
- Mobile No./Daytime Phone No.
- BSN Number Parent (1)
- Company Name

## b) Arbitrary data captured and kept in digital or hard copy files

- Agreement/contract for provision of either Day Care, Pre-School and OSC
- Child data card (hard copy) for Day Care/Pre-School and OSC pedagogical staff
- Observations of Day Care/Pre-School daily activities\*\*
- Incident Reports regarding deviant behaviour of children in OSC\*\*  
*Note: When deemed necessary, and to support discussions with parents*
- Permission to merge groups of respectively Day Care/Pre-School and OSC\*
- Permission statement of abdomen sleeps 0 - 1.5 years of Day Care children\*
- Permission statement for recording visual material of activities when on field trips outside Zein Childcare locations of Day Care, Pre-School and OSC\*
- Consent form for self-reliance for OSC children\*
- Statement of medicine administration for Day Care, Pre-School and OSC \*
- Checklist of medication administration for Day Care, Pre-School and OSC\*\*
- Declaration of competence/consent for carrying out medical procedures for Day Care/Pre-School & OSC
- Action plan in terms of medical act of the law Day Care/Pre-School and OSC\*\*
- Action plan 'acute allergic reaction' Day Care/Pre-School and OSC\*\*
- Report parent conversation Day Care/Pre-School and OSC\*\*
- Child report group consultation Day Care/Pre-School and OSC\*\*
- Overview reporting and associated reports KDV and BSO
- ID of parents / caretakers / consented adults, children (if available) and employees of Zein\*
- Parents/carers provide consent to use images of their child with an opt-out email sent at registration.

\* *Note: Categories marked with an asterisk are not applicable in equal consideration to all forms of childcare provided. Items marked with an asterisk are mainly indicated/provided by parents.*

\*\* *Data is recorded/provided by the Zein pedagogical employee.*

## c) Recording and Storage of Visual material

Zein records certain forms of visual material of children, teachers and trainees (and occasionally of parents) in line with our safety and security protocols. The types of recording may vary within groups and the diverse services offered, e.g. the recording of internal and external events and processes/play of Day Care, Pre-School and OSC during the course of the day, via CCTV cameras at all locations. In the various groups, teachers will regularly take photographs to record momentous occasions, or everyday arbitrary events that may be of interest to the parents of the child.



The stills photography is generally provided to parents only, and only used in any printed or online material if the responsible person concerned (parent/guardian) has provided Zein with consent via the initial opt-in email received. If consent is either (1) not given at the outset or, (2) withdrawn at some point during the contract, this decision is respected and protocol implemented to ensure Zein complies with the erasure request. Said protocol, managed by our Marketing Department, ensures that such data is not used, displayed, or shared, other than for operational purposes that is necessary in executing the service of caring for your child, or when providing images to parents for their records.

Zein maintains a FaceBook account, sharing general information with parents and interested parties. Said FB page regularly contains images of children who presently attends one of our groups, in Day Care, Pre-School or OSC. Permission to use stills images and video material referred to above is established with an opt-in email campaign upon registration, sent to the responsible parent(s) or guardians(s). If parents do not opt-in, Zein does not use images of your child (stills or video) in any internal or external materials.

## 5) Monitoring & processing of personal data

Our appointed and registered DPO, Mr Jan Hendrik Smit, is assigned the corporate responsibility in terms of compliance to the GDPR, to monitor the recording, use and maintenance of personal data by Zein.

### a) What do we use captured personal data for?

Zein records the data expressly for the following purposes only:

- address and bank details in connection with invoicing and the execution of the agreement,
- records that are important for the receipt, care, supervision and development of the child,
- to maintain contact with the parents, guardians and caretakers of the children,
- providing support for application for subsidy/allowances.

Zein uses personal (static) information necessary from a statutory perspective, e.g. for entering into the customary legally binding contract. Once a contract has been entered into, personal data is processed by our internal operations teams, and by certain external service providers (Debicare/Tecsoft - The Nanny/Konnect), in execution and provision of the service(s) contracted. Zein (and/or external SaaS suppliers DebiCare/Tecsoft - providers of the The Nanny/Konnect SaaS systems) does not use personal information for any purposes other than in the execution and provision of one (or more) of its diverse childcare services.

Data that is kept/accessed by external parties, are expressly necessary for the execution of our service agreement with you. We do not sell or provide your personal data to third parties for any other purposes. Certain service provider companies process certain personal data per assignment by Zein, e.g. registration, planning and contracting services provided by DebiCare. We have entered into processor agreements with all external service providers to ensure the required level of security and confidentiality of your data is maintained. Zein remains ultimately responsible for processing operations performed by any such appointed sub-contractors and said processor agreements are available to be viewed in our GDPR Register.

### b) Code of Conduct

Zein employees are instructed to treat your privacy-sensitive data with the utmost care. The following Code of Conduct is strictly observed by employees:



- sensitive, private matters are discussed without the presence of other parents;
- if sensitive matters are discussed with parents during the pick-up or drop-off time, this will take place in privacy where other parents cannot follow the conversation;
- no case with name and surname is discussed outside the office;
- children are referred to by initials only in minutes of departmental meetings. The transfer folder is for internal use, in which names can be written out in full;
- written information is stored carefully;
- notebook entries are only intended for the child's parents. Other parents cannot see this;
- pedagogical employees inform parents of the OSC of everything that has been discussed with the teacher during pick-up from the school;
- talking to parents in negative terms about other children in the group is not allowed;
- no private data of employees is provided to parents;
- computers on-site are protected with a password; there is a separate team account and an account for the location manager.

These persons have access to your/your child's data in the execution of their duties:

- Management
- Location managers
- Pedagogical staff\*
- Management and staff at sub-contractor DebiCare

*\*Note: Pedagogical employees only have access to the child-card.*

## 6) Storing of data

Zein will not store your personal data any longer than is strictly necessary to realize the purposes for which your data is collected, and or as prescribed by the GGD or other applicable statutory regulations.

### a) Network & Data Security

Zein employs a Microsoft Office 365 subscription, that include access to Office tools and other productivity services that are enabled over the Internet. Combined with a homogenous operating platform on all PC's (Win10 Pro), our hardware and communications-network infrastructure features state-of-the-art security programs, secure server connections and is maintained employing the following:

- Azure Active Directory & Information Protection
- Multi-Factor Authentication (MFA)
- Advanced Security Management
- Advanced Threat Protection

### b) How is your data stored and maintained?

Zein stores your data in a number of ways, for practical application during execution of standard operational procedures and for record keeping purposes.

### i) Digital

- Data is kept in digital format in The Nanny, a SaaS programme used by DebiCare, the latter being a child registration, planning and contracting service employed by Zein. Compliant with GDPR subscribed protocols, Zein has entered into a processor agreement with DebiCare, governing all aspects of data security, integrity, administration and use.
- Data kept in the Nanny is employed by a subsidiary SaaS parent communications platform, called Konnect, featuring a parent portal and mobile app.
- Certain data is also kept in internal digital files, used to prepare e.g. weekly group attendance name-lists, OSC school pick-up lists etc.
- We record and keep CCTV camera footage on a 14-day rotation schedule, after which the recording device is wiped automatically and a new 14-day period commences.

### ii) Hard Copy

- In line with GGD regulation, a hard copy of the Child Card is kept in a group folder, on location and only accessible to the pedagogical staff. Upon termination of a contract, the child card is removed from the folder and shredded.
- Certain data is collated, printed and used to create group attendance name-and pick-up lists. Used/expired lists are sent back the main office, where they will be shredded once data necessary for operational reporting has been extracted.

## c) Where is the data stored?

### i) Internally

Parents data are kept in hard copy and digital format. as per GGD regulation, hard copies of the child card(s) are kept in the group folder for ease of access by pedagogical staff, in case of emergency. Digital copies (more expansive) are kept in The Nanny, the software program used by Zein to administer registration, contracting, planning and as main repository of parent/child information.

### ii) Externally

Zein employs DebiCare as child registration, contracting and planning service for Day Care, Pre-School and OSC. DebiCare uses a SaaS programme named The Nanny, provided by a software developing concern named TecSoft B.V., to capture and store data, plan and administer the registration, group planning and contact details of (1) parents (responsible or guardian) and (2), their children registered to attend one of the child care service locations of Zein.

## d) Data retention period(s)

### i) Personal data collected via enrolment form(s):

During the term of the agreement and up to a maximum of 2 years thereafter.

### ii) Hard Copies

During the term of the agreement, child cards (hard copy) are kept in a file folder in the group location, that only pedagogical staff have access to. In addition, the child's name, group, school and class (only ASC) will be recorded on weekly attendance and pick-up lists.

*Note: Child cards are removed from the group folder and shredded when the contract is ended. Attendance lists are shredded in due course, once certain data is captured and cross-checked.*



## e) Access to your data

Can you request a copy of your data held by Zein? Of course. That is always possible. Kindly send us an email to: [hendrik@zeinchildcare.nl](mailto:hendrik@zeinchildcare.nl) to request a copy of the data we hold of you or your child.

## 7) Children's data require special care

Zein needs parental consent to process children's data. Under Dutch Law, a child is classed as anyone under 16\*. Zein ensures that we (1) obtain the necessary consent regarding data processing, (2) the recorded data is properly secured in our file administration setup and (3) may disclose confidential medical conditions to our teachers and, in case of emergency, medical support staff, if and when applicable.

(\*Source: <https://www.linklaters.com/en/insights/data-protected/data-protected---netherlands>)

### a) Is there specific protection for children under the GDPR?

Yes, the Regulation recognises that children deserve specific protection of their personal data, as they may be less aware of risks, consequences, safeguards and their rights in relation to the processing of their personal data. For instance, they benefit from a clearer right to erasure.

When it comes to services offered that involves a child, the Regulation foresees that consent for processing the data of a child must be given or authorised by, the holder of the parental responsibility over the child.

*Note: The Regulation specifies that the consent of the holder of parental responsibility should not be necessary in the context of preventive or counselling services provided directly to a child, e.g. in context of supervisory roles executed by ASC teachers.*

#### i) Providing consent for use of children's data

As a responsible controller of your child's personal data, Zein ensures that all reasonable efforts are pursued to obtain and verify parental consent.

### b) What steps does Zein take to protect my child's personal information?

Zein conducted the necessary preliminary review during a Data Protection Impact Assessment to ensure GDPR compliance, and performed the prescribed checks to establish, verify and scrutinise internal and external administrative and operational process and procedure relative to data processing in all its facets. In addition, security and access protocols were revisited, including obtaining consent where applicable, and specifically reviewing our previous consent protocols to ensure compliancy to the GDPR. The aforementioned checks and balances will be monitored going forward.