



Forbairt Cáilíocht  
Luathbhlianta Náisiúnta  
National Early Years  
Quality Development



## Access & Inclusion Model (AIM)

### Privacy Statement

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## Introduction

**AIM** is a national initiative that will support access to the ECCE programme for children with a disability.

**AIM** will support pre-school settings and parents/guardians/carers in having timely access to advice and tailored supports for pre-school children with a disability. **AIM** will also support the delivery of an inclusive pre-school experience by building capacity across the early years sector.

AIM is a collaborative initiative which is bringing together relevant professionals in the following agencies:

- Better Start Early Years Specialist Service,
- Health Service Executive/HSE Funded Agencies,
- Pobal,
- Department of Children & Youth Affairs,
- Department of Education & Skills,
- National Council for Special Education.
- City/County Childcare Committees

This Privacy Statement in conjunction with the informed consent governs the collection, retention, use and sharing of personal information about a child, parent/guardian/carer and pre-school service under this initiative.

**This privacy statement is for:**

- Parents/Guardians/Carers and their children accessing supports under **AIM** (Section 1)
- Pre-school service providers (community/not-for-profit and private organisations) accessing and providing supports under **AIM** (Section 2)

Protecting the privacy of all of parents/guardians/carers and pre-school providers is important to us. Protecting your personal information is one of our highest priorities. At Pobal/Better Start we know that you care how personal information is used and we appreciate that you trust us to do that carefully and sensibly. This statement is designed to help you understand how we collect and use personal information. This statement applies to any areas where your information will be held.

## Section 1: Parent/Guardian/Carer

You and your child's privacy is important to us. Please read our privacy statement below as it explains how your child's personal information will be collected and used by Pobal/Better Start.

### 1.1. Who can give informed consent?

Only parents who are guardians can give consent on behalf of their children. The definition of legal guardian of a child is:

- Where the child's parents are not married, the child's mother only;
- Where the child's parents are not married, the mother of the child **and** the child's father or any other named person where appointed guardian further to a successful court application for guardianship;
- Where both parents are married, the child's mother and father are legal guardians;
- Following a separation or divorce, both parents remain the child's legal guardian, even if the child is not living with them and they have not been awarded custody of the child;
- Where the children's parents are not married and the mother of the child and the child's father have entered into an agreement which has the effect of making the father the guardian of the child.

The HSE can give consent as Carer in relation to a child who is the subject of a care order. Where children are in the care of the HSE the following applies:

- Voluntary Care: the consent of a guardian/guardians is required unless a Court Order has been made dispensing with that person's consent.
- Emergency Care Order: the consent of a guardian/guardians is required.
- Interim Care Order: the consent of a guardian/guardians is required.
- Care Order: it would be good practice to seek the consent of the guardian/guardians, however, the HSE is authorised pursuant to Section 18 to give consent where medically necessary.

### 1.2. How can I withdraw consent?

You can withdraw your consent for your child to be involved in AIM at any time and without giving any reason. The withdrawal of your consent will not impact your child's rights under the universal ECCE childcare programme. To withdraw consent please tell your pre-school service and send an email to the [aimteam@pobal.ie](mailto:aimteam@pobal.ie). Alternatively, you can write to us at Access & Inclusion Model, Pobal, Holbrook House, Holles Street, Dublin 2 (tel: 01 511 7000).

### 1.3. What information does Pobal/Better Start collect about my child?

- Personal information that we collect will include your child's name, your child's date of birth and your child's PPSN. The collection of this information is in line with the Department of Children and Youth Affairs ECCE registration process for all children applying to the programme.
- We will also collect your contact details (phone numbers, email addresses and home addresses).
- Depending on the type of support you apply for you may be asked to provide information about your child's functional abilities, information relating to services they may have been recommended or provided.
- Further documentation which may support your child's application for additional support to access the ECCE year.

### 1.4. How does Pobal/Better Start collect and process my child's personal information?

If you would like to apply for support under the Access and Inclusion Model (AIM), together with a pre-school you will need to complete an online form. There are two forms that you can potentially complete.

1. The Access & Inclusion Profile is completed to request **expert Early Years Educational advice and support** (Level 4 and Level 7 of AIM).
  2. The **AIM Capital** application which is completed to request equipment, aids/appliances and minor alteration grants that are deemed critical to enabling your child to participate in the ECCE programme.
- At the time of completing either of these forms, you will be asked for your Informed Consent.
  - If you are completing both forms, you will only be required to give your consent on the first form.
  - The information that you are completing on these forms and any documents you choose to attach are done through our secure online database system called the Programmes Implementation Platform (PIP).
  - The pre-school service that you will be completing the on-line forms with has their own user account and password for accessing PIP.

### 1.5. What will Pobal/Better Start do with my child's personal information?

The information that you supply through PIP will be used to determine the type of support your child may need to meaningfully participate in the ECCE year.

Information Gathered via:	Viewed/Shared/Utilised by:	Types of support the information may be used for:
<b>Level 4 &amp; 7: Access &amp; Inclusion Profile</b>	Early Years Specialist (Access & Inclusion)	<ul style="list-style-type: none"> <li>- Phone Support to the Pre-School</li> <li>- Visit to the Pre-School</li> <li>- Therapeutic Support from the HSE (Level 6)</li> <li>- Additional Funding for the Pre-School to employ an extra member of staff or extend the hours of the staff in the service</li> <li>- To support the development of an Access and Inclusion Plan for your child.</li> <li>- To support service and parent to identify appropriate Level 5 capital support.</li> </ul>
<b>Level 5: Capital Application Form</b>	Pobal AIM Appraisal Team	<ul style="list-style-type: none"> <li>- Need for and Type of specialised equipment for the service</li> <li>- Need for and amount of funding for minor alterations</li> </ul>
<b>Level 6: Therapeutic Support</b>	HSE Early Intervention Teams	<ul style="list-style-type: none"> <li>- Should your child require support under Level 6 from the HSE to meaningfully participate in their ECCE year, your child's information may be passed to the relevant therapist in the HSE who will review your child's information so as to advise on the most appropriate support (equipment or therapeutic support) for their inclusion within the ECCE year*</li> </ul>
<b>Level 5/6/7</b>	Early Years Specialist; Pobal Appraisal Team; HSE Therapeutic Support Services; DES Visiting Teacher; Pre-School Service	<ul style="list-style-type: none"> <li>- To identify the most appropriate support (equipment or therapeutic support) for their inclusion within the ECCE year</li> <li>- To support their transition to primary school.</li> </ul>

\* National Health Consent will be further sought for any direct involvement from the Progressing Disability Services for Children & Young People (PDS)

#### **Please Note:**

- Pobal/Better Start will not hold your data for longer than is necessary for the purpose for which it was collected and it will be disposed of when it is no longer needed.
- In all cases, the method of disposal will be appropriate to the sensitivity of the data, shredding in the case of manual data and deleting, reformatting or overwriting in the case of electronic data.

#### **1.6. How does Pobal/Better Start keep my child's personal information safe?**

- We are firmly committed to safeguarding you and your child's confidentiality and protecting all of the personal information that you supply.
- We will ensure that all data of a sensitive nature relating to any parties concerned with AIM services will be stored in a secure manner.

Pobal/Better Start have appropriate safeguards in place to ensure that personal data is only accessible to those who need access to it to carry out their functions. All information that you supply is inputted on to our secure PIP system.

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put into place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

These include the following safeguards:

- The pre-school service that you will be completing the on-line forms with has their own user account and confidential password for accessing PIP.
- Forms that contain your child's PPSN cannot be saved as draft, they must be submitted. Once the form with the PPSN is submitted in to PIP, it is replaced with a Profile or Application ID and your child's PPSN is no longer visible.
- Before submitting a profile on PIP the pre-school service can print two copies of the completed profile. One for you to keep as parent/guardian/carer and one for the child's development plan in the pre-school. Your child's PPSN will not appear on the printed copy.
- Once the profile is submitted on PIP, it is only viewable again by the pre-school staff member who completed the profile with you. Personal information will not be viewable by any other pre-school staff using PIP. If this pre-school staff member leaves the service, then a written mandate process must be followed to change access.

Other controls include:

- Robust and multi-layered security of servers and applications;
- Multiple layer of internal and external firewalls which protect our online environments;
- Regular reviews of our security practices and technology updates;
- Use of Secure Socket Layer (SSL) 128-bit encryption to protect the information you send or receive from our secure sites;
- Use of encrypted password log-on's to Pobal/Better Start website to help safeguard against unauthorised access to you and your child's details.

In relation to information kept in hard copy format; Pobal has standards in place protecting personal data from unauthorised access when in use and in storage and also to protect from inadvertent destruction, amendment or corruption. Personal manual data is kept securely in locked cabinets, locked rooms or rooms with limited or restricted access.

In addition, all Pobal/Better Start staff members have received internal data protection training which ensures their knowledge of and compliance with Data Protection legislation. All data gathering, handling and storage is subject to the provisions contained in the overall Pobal Data Protection Policy available online at <https://www.pobal.ie/Publications/Documents/Data-Protection-Policy%20Pobal.pdf>

A hard copy of the Pobal Data Protection Policy can be requested by contacting Pobal at the address below. All organisations working in collaboration with Pobal/Better Start for the purpose of the Access and Inclusion Model will be required by Pobal/Better Start to comply with the provisions of the Data Protection Acts 1988 and 2003 when collecting, handling and storing personal data which is made available through the delivery, management and administration of the Access and Inclusion Model.

### **1.7. How can I access or change the information held about me/my child/my service?**

You are entitled to know the existence of and to review the information about you and your child that has been gathered by Pobal/Better Start. On making a written request and upon satisfactory verification of your identity, you are entitled to:

- (a) A copy of the data;
- (b) A description of the purposes for which it is held;
- (c) A description of those to whom the data may be disclosed; and

(d) The source of the data unless this would be contrary to the public interest.

**AIM** will ensure that its obligations under the Freedom of Information Act 2014 are implemented in full in respect of the services provided whilst ensuring the full protection of data of a sensitive nature relating to any parties concerned.

*Please note that this right of access does not include a right to see personal data about another individual, without that other person's consent.*

## Section 2: Pre-School Provider

Your privacy is important to us. Please read our privacy statement below as it explains how your personal information will be collected and used by Pobal/Better Start.

### 2.1. Who can give informed consent?

Only parents who are guardians can give consent on behalf of their children. The definition of legal guardian of a child is:

- Where the child's parents are not married, the child's mother only;
- Where the child's parents are not married, the mother of the child **and** the child's father or any other named person where appointed guardian further to a successful court application for guardianship;
- Where both parents are married, the child's mother and father are legal guardians;
- Following a separation or divorce, both parents remain the child's legal guardian, even if the child is not living with them and they have not been awarded custody of the child;
- Where the children's parents are not married and the mother of the child and the child's father have entered into an agreement which has the effect of making the father the guardian of the child.

The HSE can give consent as Carer in relation to a child who is the subject of a care order. Where children are in the care of the HSE the following applies:

- Voluntary Care: the consent of a guardian/guardians is required unless a Court Order has been made dispensing with that person's consent.
- Emergency Care Order: the consent of a guardian/guardians is required.
- Interim Care Order: the consent of a guardian/guardians is required.
- Care Order: it would be good practice to seek the consent of the guardian/guardians, however, the HSE is authorised pursuant to Section 18 to give consent where medically necessary.

### 2.2. Can a parent/guardian/carer withdraw consent?

A parent/guardian/carer can withdraw their consent for their child to be involved in **AIM** at any time and without giving any reason. The withdrawal of their consent will not impact their child's rights under the universal ECCE childcare programme.

### 2.3. What information does Pobal/Better Start collect about my pre-school?

Personal information that we collect will include your pre-school's name, contact details (phone numbers, email addresses), bank account details, TCAN, TRN and DCYA number. We may also collect information relating to your pre-schools capacity to be an inclusive setting.

## 2.4. How does Pobal/Better Start collect and process information about my pre-school?

In partnership with the child's parents you will submit the above details when applying for supports from the Better Start Access and Inclusion Model. Where applicable we will use your bank account details and TCAN to make payments on any funding approved under AIM:

- Level 1: An Inclusive Culture
- Level 5: Equipment, appliances and minor alterations grant
- Level 7: Additional assistance in the pre-school room

The information that you provide will be submitted to Pobal/Better Start over a secure online system called Programmes Implementation Platform (PIP) or via our secure email systems [pipdocuments@pobal.ie](mailto:pipdocuments@pobal.ie) or [aimteam@pobal.ie](mailto:aimteam@pobal.ie)

## 2.5. What will Pobal/Better Start do with the information about my pre-school?

Pobal/Better Start may use the information supplied in relation to your preschool to contact you directly to discuss the application submitted on behalf of the child. Furthermore, the information provided may be used to support the development of an Access and Inclusion Plan for the child. Where applicable, Pobal/Better will share your pre-schools contact details with the HSE to identify most appropriate supports for the child.

Your data will not be kept for longer than is necessary for the purpose for which it was collected and will be disposed of when it is no longer needed. The method of disposal will be appropriate to the sensitivity of the data, such as shredding in the case of manual data and reformatting or overwriting in the case of electronic data. All data published by Pobal & DCYA in the evaluation and reporting of AIM will be anonymised.

## 2.6. How does Pobal/Better Start keep the information about my pre-school safe?

We are firmly committed to safeguarding your confidentiality and protecting your personal information. Pobal/Better has appropriate safeguards in place to ensure that personal data is only accessible to those who need access to it to carry out their functions. All data supplied in the registration process is stored on our secure PIP system.

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put into place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online. All information that is supplied by you is inputted on to our secure PIP system.

These include the following safeguards:

- You as PIP User will be completing the AIM on-line forms using your own user account and your own confidential PIP password.
- Any financial information required by you is collected and administering using our secure Bank Mandate process.
- Once the profile is submitted on PIP, it is only viewable again by you (the person who completed it with the parent/guardian/carer). AIM personal information about a child will not be viewable by any other PIP users in your pre-school. If you leave the service, your user account must be revoked and a written mandate process will be required to change access.

Other controls include:

- Robust and multi-layered security of servers and applications;
- Multiple layer of internal and external firewalls which protect our online environments;
- Regular reviews of our security practices and technology updates;
- Use of Secure Socket Layer (SSL) 128-bit encryption to protect the information you send or receive from our secure sites;

- Use of encrypted password log-on's to Pobal/Better Start website to help safeguard against unauthorised access to you and a child's details.

In relation to any of your information kept in hard copy format; Pobal has standards in place protecting personal data from unauthorised access when in use and in storage and also to protect from inadvertent destruction, amendment or corruption. Personal manual data is kept securely in locked cabinets, locked rooms or rooms with limited or restricted access.

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A hard copy of the Pobal Data Protection Policy can be requested by contacting Pobal at the address below.

All organisations working in collaboration with Pobal/Better Start for the purpose of the Better Start Access and Inclusion Model will be required by Pobal/Better Start to comply with the provisions of the Data Protection Acts 1988 and 2003 when collecting, handling and storing personal data which is made available through the delivery, management and administration of the Access and Inclusion Model.

## 2.7. How can I access/seek to modify the information held about my service?

You are entitled to know the existence of and to review the information about your pre-school that has been gathered by Pobal/Better Start. On making a written request and upon satisfactory verification of your identity, you are entitled to:

- (a) A copy of the data;
- (b) A description of the purposes for which it is held;
- (c) A description of those to whom the data may be disclosed; and
- (d) The source of the data unless this would be contrary to the public interest.

*Please note that this right of access does not include a right to see personal data about another individual, without that other person's consent.*

## 2.8. What are my responsibilities under this privacy statement?

All pre-school services under DCYA contract are required to maintain compliance with the Data Protection Acts 1998 and 2003 and to comply with all obligations at law. AIM requires that all personal information about a child and/or parent/guardian/carer accessing supports in your service is collected, stored and shared in compliance with the Data Protection Acts.

All pre-school staff, Management, Directors and Board Members who are not directly engaged with the child under the consent of the parent/guardian/carer do not have a right to see personal data about a child and/or parent/guardian/carer without the consent of the parent/guardian/carer.

## Section 3: General Information

### 3.1. Changes to this Better Start Access & Inclusion Model Privacy Statement

We may update this statement from time to time. We will always include the date of a new version so that you know when there has been a change.



### 3.2. Contacting Pobal/Better Start

If you have any questions about our privacy statement or the data we hold about you or wish to ensure that the data we hold about you is accurate and kept up to date, please do not hesitate to contact us at:

**Data Protection Officer  
C/O Company Secretary  
Pobal  
Holbrook House  
Holles Street  
Dublin 2  
Tel: 01 511 7000**

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