

# Terms & Conditions

Norbury Hill Cubs Limited | April 2026

Ofsted Registration: EY441286

These Terms and Conditions govern your use of the Norbury Hill Cubs website and the services provided by Norbury Hill Cubs Limited. By accessing our website or enquiring about our services, you agree to be bound by these terms. Please read them carefully.

## 1. About Us

**Norbury Hill Cubs Limited ("we", "us", "our") is an Ofsted-registered early years nursery operating under registration number EY441286. We provide childcare and early years education for children aged 6 weeks to 5 years.**

**Registered address: 48 Norbury Hill, London, SW16 3LB**

**Email: [info@norburyhillcubs.co.uk](mailto:info@norburyhillcubs.co.uk)**

## 2. Use of This Website

### 2.1 Permitted Use

**This website is intended for parents, guardians, and prospective families seeking information about our nursery services. You may use this website for lawful purposes only.**

### 2.2 Prohibited Use

**You must not use this website:**

- In any way that violates applicable local, national, or international laws or regulations
- To transmit unsolicited or unauthorised advertising or promotional material
- To knowingly transmit any data or send or upload material that contains viruses or any malicious code
- To attempt to gain unauthorised access to any part of our website or its related systems

## 3. Enquiries and Contact Forms

**When you submit an enquiry through our website, you are providing us with personal information for the purpose of receiving information about our childcare services. We will process this information in accordance with our Privacy Policy.**

**Submitting an enquiry does not constitute a binding contract for childcare services. A formal nursery place is only confirmed upon completion of our registration process and signing of a separate Childcare Agreement.**

## 4. Childcare Services

### 4.1 Service Information

Information about our childcare services, fees, and availability on this website is provided for general guidance only. Fees and availability are subject to change. Current fees and funding information will be confirmed at the point of registration.

### 4.2 Funded Places

Information about government-funded childcare hours (including 15-hour and 30-hour entitlements) is provided in good faith based on current DfE guidance. Eligibility for funded hours is subject to government criteria which may change. We recommend you verify your eligibility via the government's Childcare Choices website.

### 4.3 Ofsted Regulation

Norbury Hill Cubs Limited is registered and regulated by Ofsted. Our Ofsted registration number is EY441286. Our most recent inspection report is publicly available on the Ofsted website at [www.reports.ofsted.gov.uk](http://www.reports.ofsted.gov.uk).

## 5. Intellectual Property

All content on this website, including but not limited to text, images, logos, graphics, and curriculum materials, is the property of Norbury Hill Cubs Limited or its content suppliers and is protected by copyright law.

You may print or download content from this website for your personal, non-commercial use only. You must not reproduce, distribute, or commercially exploit any content without our written permission.

## 6. Accuracy of Information

We take care to ensure that information on our website is accurate and up to date. However, we make no warranties or representations, express or implied, as to the accuracy or completeness of the information on this website.

We reserve the right to update, amend, or remove content at any time without notice.

## 7. Links to Third-Party Websites

Our website may contain links to third-party websites for your convenience (such as Ofsted, government funding portals, or our social media pages). We do not endorse

**or take responsibility for the content or privacy practices of those sites. Accessing any third-party website is at your own risk.**

## **8. Limitation of Liability**

**To the fullest extent permitted by law, Norbury Hill Cubs Limited excludes all liability for any loss or damage arising from your use of this website or reliance on information contained within it. This does not affect any liability that cannot be excluded by law.**

## **9. Safeguarding**

**Norbury Hill Cubs Limited takes its safeguarding obligations seriously. We operate under a comprehensive Safeguarding and Child Protection Policy in accordance with the Early Years Foundation Stage (EYFS) statutory framework and Keeping Children Safe in Education guidance. Our Designated Safeguarding Lead (DSL) is Nish Rahman.**

## **10. Governing Law**

**These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes arising in connection with these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.**

## **11. Changes to These Terms**

**We may update these Terms and Conditions from time to time. The date at the top of this page will reflect the most recent revision. Continued use of our website after changes are posted constitutes your acceptance of the updated terms.**

## **12. Contact Us**

**If you have any questions about these Terms and Conditions, please contact us:**

**Norbury Hill Cubs Limited**

**48 Norbury Hill, London, SW16 3LB**

**Email: [info@norburyhillcubs.co.uk](mailto:info@norburyhillcubs.co.uk)**

# Privacy Policy

*Norbury Hill Cubs Limited | April 2026*

*ICO Registration: Z3165011*

**Norbury Hill Cubs Limited is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and protect personal information when you visit our website or submit an enquiry to us. Please read this policy carefully.**

## 1. Who We Are

**Norbury Hill Cubs Limited is the data controller responsible for your personal information.**

**Registered address: 48 Norbury Hill, London, SW16 3LB**

**Email: [info@norburyhillcubs.co.uk](mailto:info@norburyhillcubs.co.uk)**

**Ofsted Registration: EY441286**

**ICO Registration: Z3165011**

## 2. What Personal Information We Collect

**When you use our website contact or enquiry form, we may collect the following information:**

- Your name
- Email address
- Telephone number
- Your child's name and date of birth (if provided)
- Your child's age and care requirements
- Any message or additional information you include in your enquiry

We do not collect payment information through this website. We do not use website analytics cookies or tracking technologies beyond what is necessary for basic website function.

## 3. How We Use Your Information

**We use the personal information you provide to:**

- Respond to your enquiry about childcare places at Norbury Hill Cubs
- Provide you with information about our services, fees, and availability
- Follow up on your enquiry and, where relevant, progress your registration
- Comply with our legal and regulatory obligations as an Ofsted-registered provider

We will not use your information for any purpose incompatible with the reason you provided it.

## 4. Our Legal Basis for Processing

**We process your personal information on the following legal bases under the UK General Data Protection Regulation (UK GDPR):**

- Legitimate interests: To respond to your enquiry and provide information about our nursery services
- Legal obligation: Where we are required to process data to comply with Ofsted or other regulatory requirements
- Contract: Where processing is necessary to take steps at your request prior to entering into a childcare agreement

## 5. Who We Share Your Information With

**We do not sell, rent, or trade your personal information to third parties.**

**We may share your information only in the following limited circumstances:**

- With our staff directly involved in responding to your enquiry or managing your registration
- With Ofsted or other regulatory bodies where we are legally required to do so
- With our website hosting provider, solely to enable the delivery of enquiry form submissions to us (as a data processor acting on our instructions)

## 6. How Long We Keep Your Information

**If your enquiry does not progress to a nursery registration, we will retain your contact information for up to 12 months, after which it will be securely deleted.**

**If your enquiry leads to a nursery registration, your information will be retained as part of your child's nursery record in accordance with our Data Retention Policy, which follows EYFS and Ofsted requirements (generally until your child reaches the age of 21 for safeguarding records, or as otherwise required by law).**

## 7. Your Rights

**Under UK GDPR, you have the following rights in relation to your personal information:**

- Right to access: You can request a copy of the information we hold about you
- Right to rectification: You can ask us to correct inaccurate or incomplete information
- Right to erasure: You can ask us to delete your information in certain circumstances
- Right to restrict processing: You can ask us to limit how we use your information
- Right to object: You can object to our use of your information where we rely on legitimate interests
- Right to data portability: You can ask for your information in a portable, machine-readable format

To exercise any of these rights, please contact us at the details below. We will respond within one month. You will not be charged a fee for making a request.

## **8. Data Security**

**We take appropriate technical and organisational measures to protect your personal information against unauthorised access, loss, or misuse. Enquiry form data is transmitted securely and accessed only by authorised staff.**

**While we take every reasonable precaution, no method of transmission over the internet is 100% secure. If you have concerns about the security of your information, please contact us.**

## **9. Children's Privacy**

**Our website is not directed at children. We do not knowingly collect personal information directly from children. If you are a parent or guardian providing information about your child in connection with an enquiry, this is processed as set out in this policy.**

## **10. Third-Party Links**

**Our website may contain links to external websites, such as Ofsted, government funding portals, or our social media pages. This Privacy Policy applies only to our website. We are not responsible for the privacy practices of any third-party sites. We encourage you to read the privacy policies of any site you visit.**

## **11. Changes to This Privacy Policy**

**We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The date at the top of this page shows when it was last revised. We encourage you to check this page periodically.**

## **12. How to Complain**

**If you are unhappy with how we have handled your personal information, please contact us in the first instance at the details below. We will do our best to resolve your concern.**

**You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):**

- Website: [www.ico.org.uk](http://www.ico.org.uk)
- Helpline: 0303 123 1113

## **13. Contact Us**

**For any questions about this Privacy Policy or to exercise your rights, please contact:**

**Norbury Hill Cubs Limited**

**48 Norbury Hill, London, SW16 3LB**

**Email: [info@norburyhillcubs.co.uk](mailto:info@norburyhillcubs.co.uk)**