Interactive Learning Diary | Interactive Nursery Manager Privacy Notice

This Privacy Notice explains how Interactive Learning Diary Ltd handles personal data. It is written for the people who deal with us directly: visitors to our website, our clients and prospective clients, and parents and carers who register for a Parent Portal account. Last updated 16 July 2026.

1. Who We Are

Interactive Learning Diary Ltd (trading as ILD) is a Scottish software company providing cloud-based nursery software to nurseries, schools and playgroups across the UK.

Company number: SC414002

Registered office: Forest View House, Blair of Tarradale, Muir of Ord, IV6 7PY

Data Protection Lead: Justin Evans

Contact: support@interactivelearningdiary.co.uk | 0345 224 1172

2. Our Two Roles

We handle personal data in two capacities.

We are the data controller for website visitor analytics and cookies, sales and marketing (CRM) data, customer account management, Parent Portal registration data, and our business communications. This Notice explains how we handle that data.

We are a data processor for the personal data that our clients enter into the ILD and INM systems, including children's learning records, parent and guardian information, and staff records. For that data your nursery, school or playgroup is the data controller. If your question is about information held in your setting's system, please contact your setting, and they will respond. We will pass any such request to your setting promptly if you contact us instead.

3. Information We Collect

3.1 Information you provide

Type	Examples	Purpose
Contact information	Name, email, phone, job title, organisation	Account setup, support, communication
Account details	Email, encrypted password	Secure login
Billing information	Organisation name, address, purchase orders	Invoicing (we do not store card details)

Type	Examples	Purpose
Support records	Emails, chat transcripts, call notes	Customer service and technical support
Trial requests	Contact details, organisation type	Sales follow-up

3.2 Information we collect automatically

Type	What we collect	Why
Usage data	Pages viewed, time spent, navigation	Website improvement
Technical data	IP address, browser, device, operating system	Security, analytics, compatibility
Location data	City or country from IP address	Service optimisation
Cookies	See Section 4	Various purposes

3.3 Children's data

We do not collect personal data directly from children through our website or marketing, which are intended for businesses rather than children. Children's data within the ILD and INM platforms is controlled by the child's nursery, school or playgroup. Parents should contact their child's setting for information about how that data is handled.

4. Cookies

4.1 Essential cookies

These cookies are necessary for our website to function and cannot be switched off.

Cookie	Purpose	Duration
PHPSESSID	Maintains your session	Session only
cookie_consent	Remembers your cookie choice	1 year
auth_token	Keeps you logged in	Session or Remember Me

4.2 Analytics cookies

These cookies help us understand how visitors use our website. We use Google Analytics, which collects pages visited, time on site, referral source, device information and approximate location. IP anonymisation is enabled, so the last part of your IP address is removed before storage.

Cookie	Purpose	Duration	Set by
_ga	Distinguishes users	2 years	Google Analytics
_gid	Distinguishes users	24 hours	Google Analytics
_gat	Throttles requests	1 minute	Google Analytics

4.3 Third-party cookies

Our live chat support is provided by Olark, which sets cookies to operate the chat function.

4.4 Managing cookies

You can choose your preferences using our cookie banner when you first visit, and you can manage or block cookies through your browser settings. You can opt out of Google Analytics using Google's opt-out tool at https://tools.google.com/dlpage/gaoptout.

5. How We Use Your Information

Purpose	Data used
Providing our services	Account details, usage data
Customer support	Contact details, support records
Billing	Billing information, payment confirmations
Marketing communications	Contact details, interaction history
Website improvement	Analytics data
Security and fraud prevention	IP addresses, login attempts

5.1 Marketing communications

We send marketing emails to customers and prospective customers who have provided their contact details or given consent. You can stop receiving marketing emails at any time by clicking unsubscribe in any email, emailing justin.evans@interactivelearningdiary.co.uk, or calling 0345 224 1172. We action unsubscribe requests promptly.

6. Who We Share Your Data With

We do not sell, rent or trade your data. We share data only with the service providers below. Our hosting and backup of personal data take place within the United Kingdom. Stripe, which handles payments, operates internationally and processes payment data under its own terms with appropriate safeguards in place where any transfer outside the United Kingdom arises.

Recipient	Purpose
Fasthosts Internet Limited	UK cloud hosting
Microsoft Azure	UK encrypted backup storage
Stripe	Payment processing for invoicing and the Child Pay function
Google Analytics	Website analytics
Olark	Live chat support
Email service provider	Marketing and support communications

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7. How We Protect Your Data

We apply appropriate technical and organisational measures to keep personal data secure, including TLS encryption of data in transit, AES-256 encryption of data at rest, encrypted backups, hashed passwords, multi-factor authentication, and regular security updates. Organisationally, we apply role-based access controls, staff data protection training, confidentiality obligations, regular security review, and incident response procedures. Our hosting is provided within secure UK data centres with 24-hour monitoring.

8. How Long We Keep Your Data

8.1 CRM and sales data (we are controller)

Data type	Retention period
Active customer contact data	Duration of the relationship, then up to 90 days after non-renewal
Trial or demo with no conversion	Deleted where the enquiry does not lead to a trial or subscription

8.2 Platform data (we are processor)

Data type	Retention period
Client databases (children, parents, staff)	Approximately 90 days after subscription expiry
Media files (photos, audio, video)	Approximately 90 days after subscription expiry

Platform data belongs to your setting as controller. On non-renewal we advise settings to download their data and give notice before deletion, and settings are responsible for retaining records they are legally required to keep, such as safeguarding and accident records.

8.3 Other data

Data type	Retention period
Google Analytics data	2 months
Server logs	90 days
Invoices and payment records	6 years
Contracts	Duration, then 6 years

After these periods, data is securely deleted. The periods above are a summary. Our full retention schedule is set out in our Data Retention Policy, which is available on request and governs in the event of any difference.

9. Your Rights

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You have the right to access the personal data we hold about you as controller, to have it corrected if it is inaccurate, and in certain circumstances to have it deleted. You may also object to certain processing and, where processing is based on consent, withdraw that consent. To exercise any of these rights, contact our Data Protection Lead using the details in Section 14. We will respond within one month. Where we need further information to identify you or locate your data, the time limit does not begin until that information is provided.

10. Complaints

If you are unhappy with how we have handled your personal data, you can complain to us and we will acknowledge your complaint within 30 days and keep you informed of the outcome. A complaint form is available on request. You also have the right to complain to the Information Commissioner's Office at www.ico.org.uk or on 0303 123 1113.

11. Data Breaches

If we experience a data breach affecting personal data for which we are controller and it is likely to result in a risk to your rights, we will notify you and take appropriate steps. Where a breach affects client data in our systems and we are processor, we notify the affected client within 24 hours so that they, as controller, can respond.

12. Links to Other Websites

Our website may link to third-party sites. We are not responsible for their privacy practices, and we recommend reviewing their privacy notices before providing any personal data.

13. Changes to This Notice

We may update this Notice from time to time. Material changes will be communicated to customers by email and shown on our website. Minor changes will be reflected in the Last updated date at the top of this Notice.

14. Contact Us

For any question about this Notice or how we handle your data, contact our Data Protection Lead:

Justin Evans, Data Protection Lead

Email: justin.evans@interactivelearningdiary.co.uk

Phone: 0345 224 1172

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Post: Forest View House, Blair of Tarradale, Muir of Ord, IV6 7PY