

# LittleLink ID – Dashboard Terms and Conditions

Effective Date: 7 March 2026

Version: 1.0

## 1. About LittleLink ID

LittleLink ID (LLID) provides a digital safeguarding support platform designed for childcare providers. The platform enables providers to securely manage limited emergency contact information for safeguarding purposes.

LLID operates as a data processor on behalf of the childcare provider.

## 2. Eligibility

The LLID dashboard is intended for registered childminders, nannies, early years providers, and other authorised childcare professionals.

You must ensure you are legally permitted to operate and comply with all relevant safeguarding and regulatory requirements.

## 3. Account Registration

When creating an account, you agree that:

- The information you provide is accurate and complete
- You will keep your login details secure
- You will not share access with unauthorised individuals

You are responsible for all activity under your login credentials.

## 4. Safeguarding Responsibility

LLID is a safeguarding support tool. It does not replace statutory safeguarding duties, existing policies and procedures, or emergency services.

You remain fully responsible for ensuring you have a lawful basis to process personal data, informing parents and emergency contacts about use of LLID, and maintaining appropriate safeguarding procedures.

The childcare provider is responsible for ensuring that all information entered into the LLID system is accurate, up to date, and lawfully obtained. LLID does not verify the accuracy of information uploaded by users.

## 5. Acceptable Use

You agree not to:

- Upload unlawful or inaccurate information
- Use the platform for purposes unrelated to safeguarding
- Attempt to interfere with or disrupt the system
- Attempt unauthorised access to other accounts

LLID reserves the right to suspend accounts where misuse is identified.

## 6. Data Protection

Use of the platform is subject to the LLID Privacy Policy and the LLID Data Processing Agreement (DPA).

LLID processes personal data only on documented instruction from the childcare provider.

LLID processes limited safeguarding-related personal data as instructed by the childcare provider. This may include child initials, age bracket, optional parent-approved blurred image, and emergency contact details. LLID does not require or request full medical records or excessive personal data.

The childcare provider remains the data controller and is responsible for establishing a lawful basis for processing personal data and for providing appropriate privacy information to parents and emergency contacts.

LLID implements appropriate technical and organisational security measures including encryption in transit and at rest, controlled access systems, and secure hosting infrastructure.

LLID may use trusted third-party service providers (sub-processors) to deliver elements of the service, including secure hosting and payment processing. All sub-processors are subject to appropriate data protection safeguards.

Personal data is stored within the United Kingdom or other jurisdictions providing adequate data protection safeguards in accordance with UK GDPR.

In the event of a personal data breach affecting the platform, LLID will notify affected childcare providers without undue delay in accordance with applicable data protection law.

## 7. Subscription and Payment

Access to the LLID dashboard is provided on a paid subscription basis.

By subscribing, you agree that subscription fees will be charged as stated at the time of

purchase, payments are processed securely via third party payment providers, and subscription fees are non-refundable unless required by law.

LLID reserves the right to change pricing with reasonable notice. Existing subscribers will be notified in advance of any price changes.

## **8. Account Termination**

You may cancel your subscription at any time.

Upon cancellation, access to the dashboard will cease at the end of the billing period and personal data will be securely deleted within 7 days unless retention is required by law.

LLID may suspend or terminate accounts where there is serious breach of these Terms.

## **9. Service Availability**

LLID aims to provide reliable service but does not guarantee uninterrupted access. Temporary suspension may occur for maintenance, security updates, or technical issues. LLID will take reasonable steps to minimise disruption.

LLID relies on third-party networks, hosting services, and device functionality. Availability may be affected by internet connectivity, device performance, third-party service outages, or circumstances beyond LLID's control.

## **10. Limitation of Liability**

LLID provides a safeguarding support tool and does not guarantee prevention of incidents or outcomes.

To the fullest extent permitted by law, LLID is not liable for indirect or consequential loss and liability is limited to the amount paid in subscription fees in the preceding 12 months.

Nothing in these Terms limits liability for death, personal injury, or fraud where prohibited by law.

## **11. Intellectual Property**

All platform content, branding, and system design remain the intellectual property of LittleLink ID.

You may not copy, reproduce, or redistribute any part of the system without written permission.

## **12. Changes to These Terms**

LLID may update these Terms from time to time. Users will be notified of material changes. Continued use of the dashboard constitutes acceptance of the updated Terms.

### **13. Governing Law**

These Terms are governed by the laws of England and Wales. Any disputes will be subject to the jurisdiction of the courts of England and Wales.

### **14. Force Majeure**

LLID shall not be liable for any failure or delay in performance resulting from events beyond its reasonable control, including but not limited to natural disasters, acts of government, network outages, technical infrastructure failure, or other unforeseen events.

### **Operator Information**

LittleLink ID is a trading name of Karean Carr.

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