



Privacy Policy

Culture Tots is committed to keeping your personal information safe. Of course, I will never sell your data, and I will only share your data with other trusted organisations under very limited circumstances. Read on for some more information about the ways in which I'll use the information you give, the ways I keep it secure and your rights regarding your data.

Types of Data Collected

Contact Tracing

In line with government guidance, the name of the adult attending class and contact phone numbers may be shared with NHS Test and Trace if required, within 21 days of your attendance at class. If you do not wish to consent to this, please let me know by e-mail or on the booking form, but it is strongly advised to keep our community safe.

If you are diagnosed with coronavirus in the 21 days after you have attended one of our classes, please let me know as I am required to let the local authority know if we have more than one case within our classes.

Website Cookies

When you visit www.culturetots.co.uk, we may use cookies to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

Bookings

When you book your place at Culture Tots, I ask for registration information. This information is kept on the basis of legitimate business interest - it is useful for the running of the classes. However, you are perfectly welcome to leave any non-essential sections of the form blank if there is data you prefer not to disclose.

Registration will include details about your child's name and age, which enables me to plan and deliver sessions effectively, and also contact details. I will use your contact details if I need to get in touch for a particular issue relevant to your child - for example, if I have a query about adapting classes for a special need you disclosed, or if I need to return lost property. Contact details are also retained for the purposes of contact tracing (see above.)

Bookings are managed via the Bookwhen platform, a secure website that is GDPR compliant, and the account is protected by a secure password.

Photos

I sometimes take photos to record our activities and for the purposes of marketing and promotion on the Culture Tots website, print advertising and social media. Children and adults will only be included in photographs if the adults have given consent, both at the time of registration and verbally during the class. You can withdraw your consent at any time, in which case I will delete photos containing you and your child, and remove them from any online presence they might have on the website or social media.

Social Media

If you connect with Culture Tots on social media, your interactions will be more or less private depending on the privacy settings of your communication. For example, posts to my public Facebook page can normally be seen by everyone, whereas a direct message to my page is seen only by me. In the closed group, 'Culture Tots Community',

others in the group can see what you post and if you share something that I think might be good to share on my main page, I'll always check for permission first.

If you opt-in to WhatsApp social groups, your mobile number and name will be visible to others in the group who have booked into your class and also opted in. Please only choose to opt-in if you are comfortable with this, and be mindful of the privacy implications of any information or pictures you share in the group. Do not share images or text written by others in your WhatsApp group outside the group, and maintain each others' privacy.

E-mail Updates

The booking software we use, Bookwhen, generates automatic e-mails to remind you of the upcoming class you have booked onto.

When you book a class, you also have the choice to opt into receiving Culture Tots E-mail Updates, which give details of new classes available to book and any other special events we're running.

I may use a third-party provider such as Mailchimp to deliver e-mail updates. I may gather statistics around email opening and clicks using industry standard technologies to help me monitor and improve our e-newsletter. You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any Culture Tots emails or by emailing me at anna@culturetots.co.uk.

Payment Processing

Payments for classes are taken by Stripe, a secure payment portal that is GDPR compliant. I keep records of electronic payments for 7 years, to comply with HMRC regulations, but your payment details are always kept secure within the Stripe system and are not accessible or stored by me. My own login details for these sites include secure passwords, to keep your information safe.

Communication

You might communicate with me through e-mail, text message, Facebook Messenger, my social media pages on Instagram, Facebook and Twitter. In such communications, you might ask questions about the classes or reserve a place at a session. I won't transfer any personal data that you send me via these communications into any other format, without your specific consent. I will keep such e-mails, texts and messages for

5 years, since many families will return to classes intermittently over this time frame and it's helpful to have a record of our past conversations.

I protect communications using secure passwords for social media platforms and e-mail services, and screen locks and password protection on my computer and mobile phone.

Your Rights

You are entitled to view, amend, or delete the personal information that Culture Tots holds. Email your request to Anna at anna@culturetots.co.uk .