

FINDING YOUR FEET PLAYGROUP – PRIVACY POLICY

1. Introduction

Finding Your Feet Playgroup (“we”, “us”, “our”) is committed to protecting your personal information and respecting your privacy.

This Privacy Policy explains how we collect, use, store, and safeguard your data when you book or attend our play sessions.

By making a booking or submitting your details, you agree to the terms below.

2. What Information We Collect

We may collect the following information:

Information provided during booking

- Parent/carer name
- Child’s name and age
- Contact details (email, phone number)
- Emergency contact information
- Relevant medical or allergy information
- Consent preferences (photography, safeguarding, etc.)

Automatically collected information

- Booking history
- Attendance records
- Payment details (processed securely through Happity — we do NOT store card details)

3. How We Use Your Information

We use your information to:

- Process and confirm bookings
- Contact you regarding sessions, cancellations, or updates
- Ensure health, safety and safeguarding of your child
- Provide appropriate support for allergies, medical needs or additional needs
- Manage our play sessions and customer records
- Send optional updates about new sessions or events (only if you opt in)
- Maintain internal safeguarding and incident logs when required

4. Legal Basis for Processing

Under UK GDPR, we process your data on the following lawful bases:

- **Contract** – to provide the service you have booked
- **Legitimate interest** – to run and improve our playgroup
- **Consent** – especially for optional photography or marketing
- **Vital interests** – in the case of emergencies or safeguarding concerns
- **Legal obligation** – where we must keep certain records

5. Photography & Media

- We will only use photographs or videos of your child **with your explicit consent**.
- Consent can be withdrawn at any time by emailing us.

- Photos shared by parents must not include other children without permission.

6. How We Store and Protect Your Data

- All booking information is stored securely through Happity or our password-protected systems.
- We do not sell, share, or transfer your information to third parties.
- Only authorised staff have access to personal data.
- Data is stored only as long as necessary for booking and safeguarding purposes.

7. Sharing of Information

We may share information only when necessary with:

- Emergency services (in the event of an incident)
- Safeguarding professionals if required by law
- Our venue providers when necessary for safety compliance

We never share data for marketing purposes.

8. Payment

All payments are taken securely through Happity's payment provider.

We **do not** have access to or store your card details.

9. Your Rights (UK GDPR)

You have the right to:

- Access the personal data we hold
- Request correction of inaccurate information
- Request deletion of your data ("right to be forgotten")
- Withdraw photography or marketing consent at any time
- Request that we limit the use of your data
- Complain to the ICO if you believe your data is being misused

To exercise any of these rights, email us at:

findingyourfeetplaygroup@hotmail.com

10. Data Retention

We keep booking records, attendance logs, and safeguarding notes for the minimum period legally required.

After this time, data is securely deleted.

11. Safeguarding

We follow safeguarding procedures that may require us to keep or share certain information if we have concerns about a child's wellbeing.

This is always done in line with statutory guidance.

12. Contact Information

If you have questions or would like to update your preferences, contact us at:

findingyourfeetplaygroup@hotmail.com