

Secret Garden in the Ham

Privacy Policy

Secret Garden in the Ham is committed to protecting your personal data and respecting your privacy. This policy explains how we collect, use and store your information when you attend or book sessions.

This policy is written in line with UK data protection laws, including the UK GDPR and Data Protection Act 2018.

Information We Collect

We may collect and process the following information about you and your child:

- *Parent/carer name*
- *Child's name and date of birth*
- *Contact details (email address and phone number)*
- *Booking and attendance information*
- *Payment information (processed via third-party providers such as Happity)*
- *Any relevant information you choose to share with us (e.g. medical needs, allergies, additional needs)*

This reflects the typical information needed to safely run children's sessions and manage bookings

How We Collect Your Information

We collect information in the following ways:

- *When you make a booking via Happity*
- *When you contact us directly (email, social media or in person)*
- *When you complete any forms or provide information at sessions*

How We Use Your Information

Your information is used to:

- *Manage bookings and attendance*
- *Communicate with you about sessions*
- *Ensure the safety and wellbeing of children attending*
- *Provide a suitable and inclusive experience*
- *Meet legal or safeguarding obligations*

We will only use your data where we have a lawful basis to do so, such as fulfilling a booking contract, complying with legal obligations, or with your consent.

Sharing Your Information

Your information will not be sold or shared for marketing purposes.

We may share your data with:

- *Happity (our booking platform)*
- *Payment providers*
- *Emergency services if required for safety reasons*
- *Authorities where required by law*

Only the minimum necessary information will ever be shared.

Data Storage & Security

We take reasonable steps to protect your personal data and store it securely.

Access to your information is limited to the business owner and, where applicable, trusted service providers who require it to deliver services.

Data Retention

We will only keep your personal data for as long as necessary to:

- Fulfil the purposes outlined above
- Meet legal, safeguarding or insurance requirements

After this time, your data will be securely deleted or anonymised.

Your Rights

Under data protection law, you have the right to:

- Request access to the data we hold about you
- Request correction of inaccurate information
- Request deletion of your data (where appropriate)
- Withdraw consent for marketing communications
- Lodge a complaint with the Information Commissioner's Office (ICO)

If you would like to exercise any of these rights, please contact us directly.

Marketing

We will only send marketing communications (such as updates about sessions or events) where you have given your consent.

You can opt out at any time using the unsubscribe link or by contacting us.

Children's Data

Information about children is provided by parents or carers and is only used for the purpose of delivering safe and appropriate sessions.

We do not communicate directly with children or use their data for marketing purposes.

Cookies

If you visit our website, cookies may be used to improve your browsing experience. These help us understand how the site is used and ensure it functions effectively.

Contact

If you have any questions about this Privacy Policy or how your data is handled, please contact:

Secret Garden in the Ham by emailing hello@secretgardenintheham.co.uk or visiting the website: www.secretgardenintheham.co.uk