

# Stay & Play — Privacy Policy

## 1. Introduction

Bobbin & Belles is committed to protecting the privacy of all families who attend our sessions. This policy explains how we collect, use, store, and share your personal information in line with UK data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## 2. Data Controller

Bobbin & Belles is the data controller responsible for your personal data. If you have any questions about this policy or how your data is handled, please contact us via the details on our website or social media pages.

## 3. What Information We Collect

We may collect the following information:

- Parent/carer name and contact details (email, phone number)
- Child's name, age, and any relevant medical or allergy information
- Booking and payment details
- Photographs or videos taken at sessions
- Any additional information you provide to us voluntarily

## 4. How We Use Your Information

We use your personal data to:

- Process bookings and payments
- Communicate session details, updates, or changes
- Ensure the safety and wellbeing of children during sessions
- Manage allergies and medical needs as disclosed by parents/carers
- Share promotional photos on our social media (with consent)
- Comply with legal obligations

## 5. Lawful Basis for Processing

We process your data on the following bases:

- Contract — to fulfil your booking
- Consent — for marketing communications and photography
- Legitimate interest — to manage and improve our sessions
- Legal obligation — where required by law

## 6. Photography & Social Media

We may take photographs or videos during sessions for promotional use on our social media pages and website. Parents/carers may opt out of this at any time by informing a member of staff. We ask that personal photos taken by attendees do not include other people's children without their permission.

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## 7. Data Sharing

We do not sell your personal data to third parties. We may share your information with:

- Venue partners — where necessary to manage bookings and session logistics
- Payment processors — to handle transactions securely
- Legal authorities — if required by law or to protect the safety of children and families

## 8. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes outlined in this policy. Booking records are kept for a reasonable period for accounting and legal purposes. You may request deletion of your data at any time, subject to any legal obligations we must meet.

## 9. Data Security

We take reasonable steps to protect your personal information from unauthorised access, loss, or misuse. However, no method of electronic storage or transmission is completely secure, and we cannot guarantee absolute security.

## 10. Your Rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data
- Withdraw consent for marketing or photography at any time
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, please contact us directly.

## 11. Cookies & Online Data

If you interact with us online (e.g., via our website or booking platform), cookies or similar technologies may be used to improve your experience. You can manage cookie preferences through your browser settings.

## 12. Changes to This Policy

We may update this privacy policy from time to time to reflect changes in our practices or legal requirements. Any updates will be communicated via our website or social media pages. Continued use of our services after changes are posted constitutes acceptance of the updated policy.