

Mischief Makers and Creator LTD

Privacy Notice

Effective date: 26.08.26

Last reviewed: 27.08.26

Version: 1.0

Mischief Makers and Creators LTD respects your privacy and is committed to protecting the personal information that we collect and use.

This Privacy Notice explains what information we collect, why we collect it, how we use it, who we may share it with, how we keep it secure and your rights in relation to your personal information.

This Privacy Notice applies to parents, carers, childminders, children attending our sessions, visitors to our website and social media pages, and anyone who contacts or interacts with Mischief Makers.

We aim to explain our use of personal information in clear and straightforward language.

1. Who We Are

Mischief Makers and Creator LTD is a limited company registered in the United Kingdom.

Business name: Mischief Makers and Creators LTD

Trading name: Mischief Makers and Creators LTD

Business address: 9 River Way, Durrington, Wiltshire SP4 8ES

Email: mischiefmakersandcreators@outlook.com

Website: [instagram](#) and [Facebook @mischiefmakersandcreators](#)

Business structure: LIMITED COMPANY

Company number (if applicable): 17422256

For the purposes of UK data protection law, Mischief Makers and Creator LTD is generally the data controller for the personal information we collect and use in connection with our business.

2. What We Do

Mischief Makers provides sensory play sessions for children approximately 6 months to 5 years old.

Our sessions are parent-and-child activities. Parents, carers, guardians and childminders remain with and responsible for the children attending throughout the session.

We may therefore process information about both adults and children in connection with bookings, attendance, health and safety, safeguarding and photography.

3. Information We Collect

Depending on how you interact with us, we may collect the following information.

Information about parents, carers and childminders

This may include:

name;

email address;

telephone number;

address where required;

booking information;

payment information;

communication preferences;

marketing preferences;

photographs or videos where appropriate consent has been provided; and

information you choose to provide when contacting us.

Information about children

This may include:

- child's first name;
- age or date of birth where necessary;
- information about which sessions they attend;
- relevant allergy information;
- relevant medical information;
- accessibility or additional-support information;
- information needed to respond to a safeguarding concern; and
- photographs or videos where appropriate consent has been provided.

We aim to collect only information that is reasonably necessary for the purpose for which it is being used.

4. Health, Allergy and Medical Information

You may choose or be asked to provide information about allergies, medical conditions, disabilities or other health-related matters where this is relevant to your child's safe participation in our sessions.

We will only request health information that is reasonably necessary for purposes such as:

- managing health and safety;
- making reasonable adjustments;
- identifying potential allergies or risks;
- responding appropriately to an emergency;
- protecting a child or another person from harm; or
- safeguarding.

We will not use health information for marketing purposes.

Where special category data is processed, we will identify an appropriate condition for processing in addition to the relevant lawful basis under UK data protection law.

5. Why We Use Your Information

We may use personal information for the following purposes:

Managing bookings

We use your information to:

- process bookings;
- confirm your place;
- manage attendance;
- communicate session details;
- process cancellations and refunds;
- manage childminder and sibling bookings; and
- respond to booking enquiries.

Providing our services

We use information to:

- provide our sensory play sessions;
- understand the age range of children attending;
- make reasonable adjustments where appropriate;
- communicate relevant information to parents/carers; and
- manage the practical operation of sessions.

Health and safety

We may use relevant information to:

- identify allergies or health risks;
- respond to accidents or emergencies;
- manage reasonable adjustments;
- maintain appropriate incident records; and
- protect attendees, staff and other people.

Safeguarding

We may process and share personal information where necessary to protect a child or another person from harm.

This may include information relating to a safeguarding concern, disclosure, incident or referral.

Where necessary and lawful, information may be shared with Wiltshire Council children's services, the police, emergency services or other appropriate safeguarding professionals.

Legal and administrative purposes

We may use information to:

- comply with legal obligations;
- establish, exercise or defend legal claims;
- maintain appropriate business records;
- deal with complaints;
- prevent fraud or misuse; and
- protect our legal rights and interests.

6. Our Lawful Bases

UK data protection law requires us to have a lawful basis for processing personal information.

Depending on what we are doing, our lawful bases may include:

Contract

We may process information because it is necessary to provide the service you have booked or to take steps at your request before entering into a contract.

For example, we need your name and contact details to administer your booking.

Legal obligation

We may process information where necessary to comply with a legal obligation.

Legitimate interests

We may process information where it is necessary for our legitimate business interests and those interests are not overridden by your rights and freedoms.

Examples may include:

- administering our business;
- maintaining appropriate business records;
- managing customer relationships;
- dealing with complaints;
- improving our services; and
- protecting our business from fraud or misuse.

Where we rely on legitimate interests, we will consider whether the processing is necessary and whether your rights and interests are appropriately protected.

Consent

We may rely on consent where appropriate, including for certain marketing activities or promotional photography.

Where we rely on consent, you can withdraw it at any time.

Withdrawing consent does not affect processing that took place before consent was withdrawn.

7. Children's Information

Our sessions are designed for young children, including babies.

We take particular care when collecting and using children's personal information.

We will only collect information that is reasonably necessary for our activities and will not use children's information for purposes that are incompatible with those explained in this Privacy Notice.

We will not sell children's personal information.

We do not use children's personal information for profiling or automated decision-making that produces legal or similarly significant effects.

Where we need information from a parent or carer about a child, we will generally communicate with the parent, guardian or responsible adult attending the session.

8. Photography and Video

We will not take photographs or videos during sessions for promotional purposes.

9. Photographs Taken by Parents and Carers

Parents and carers may take photographs or videos of their own children during sessions unless photography has been restricted by the venue or session leader.
Please respect the privacy of other families.

You should not intentionally photograph or record another child without appropriate permission from their parent or legal guardian.

You should also consider whether posting images publicly on social media could identify other children or families.

10. Marketing

We may occasionally send information about Mischief Makers sessions, events, activities or services.

Where applicable, we will obtain the appropriate consent before sending direct electronic marketing.

You can opt out of marketing communications at any time.

You can do this by:

contacting us at mischiefmakersandcreators@outlook.com; or
telling us that you no longer wish to receive marketing communications.

Withdrawing marketing consent will not affect your ability to book or attend our sessions.

11. Social Media

Mischief Makers may operate official social media accounts, including platforms such as Facebook and Instagram.

Information you provide publicly through our social media pages may be visible to us and potentially to others depending on the platform's settings.

We do not control the privacy practices of third-party social media platforms.

You should review the privacy policies and settings of the social media services you use.

We will not ask you to provide sensitive personal information through public social media comments.

If you need to provide sensitive information, please contact us through an appropriate private channel.

12. Payments

Payments for sessions may be processed through third-party payment or booking providers. Where a third-party payment provider processes your payment information, that provider may act as a separate data controller or processor depending on the service and circumstances.

We do not normally need to see or store your full payment card details.

Payment providers may process information such as:

name;
transaction amount;
transaction date;
payment status; and
limited payment information.

Please refer to the relevant payment provider's privacy notice for further information about how it processes your data.

Payment/booking provider: Happily booking

13. Booking Systems and Third-Party Services

We may use third-party providers to help us operate our business, such as:

booking systems;
payment providers;
email services;
website hosting;
cloud storage;
accounting software;
customer management systems;
marketing platforms; and
social media platforms.

Where a third party processes personal information on our behalf, we will take reasonable steps to ensure appropriate contractual and security arrangements are in place.

Service Provider

Booking system: Happity.co.uk

Payment provider: Stripe

Website hosting: <https://www.happity.co.uk/>

14. Who We May Share Information With

We do not sell your personal information.

We may share information where necessary with:

our service providers;
payment providers;
booking providers;
professional advisers;
insurers;
accountants;
IT or website providers;
Wiltshire Council children's services;
police;
emergency services;
healthcare professionals;
safeguarding professionals; or
other organisations where we are legally required or permitted to do so.

We will only share information where there is an appropriate reason and lawful basis for doing so.

15. Safeguarding Information

Where we have a genuine concern about the safety or welfare of a child, we may need to share relevant personal information with appropriate safeguarding agencies. This may include Wiltshire Council's Multi-Agency Safeguarding Hub (MASH), children's social care, the police or emergency services.

We will not normally seek consent before sharing information where doing so could place a child or another person at greater risk or where the law permits or requires us to share information without consent.

Our Safeguarding & Child Protection Policy explains this in more detail.

16. Data Security

We take reasonable technical and organisational measures to protect personal information against:

- unauthorised access;
- accidental loss;
- destruction;
- alteration;
- misuse; and
- unauthorised disclosure.

Security measures may include:

- password protection;
- restricted access;
- secure online systems;
- device security;
- appropriate cloud storage;
- secure disposal of paper records; and
- limiting access to information to people who need it for their role.

No method of electronic storage or transmission is completely secure, so we cannot guarantee absolute security.

17. How Long We Keep Information

We will not keep personal information for longer than reasonably necessary. Our retention periods will depend on the type of information and why we need it.

As a general guide:

Booking/customer information 6 years after the end of the relevant financial year

Payment/accounting records 6 years

Marketing information Until consent is withdrawn or no longer required

Photography consent records: duration of use

Health/allergy information: only for as long as reasonably necessary for the relevant safety purpose

Safeguarding records In accordance with our safeguarding retention requirements: Retain until the child's 25th birthday (or 10 years after the case was received, whichever is longer).

Accident/incident records 3 years from date it was recorded

Enquiries/communications 1 year from date it was received

Retention periods may be longer where necessary for legal claims, safeguarding, regulatory requirements or other legitimate purposes.

We will securely delete, destroy or anonymise information when it is no longer required.

18. Your Data Protection Rights

Depending on the circumstances, you have rights under UK data protection law, including:

- the right to be informed about how we use your information;
- the right to access personal information we hold about you;
- the right to ask us to correct inaccurate information;
- the right to ask us to erase information in certain circumstances;
- the right to ask us to restrict processing in certain circumstances;
- the right to object to certain processing;
- the right to data portability in certain circumstances; and
- the right to withdraw consent where consent is our lawful basis.

These rights are subject to certain legal exceptions and limitations. If you want to exercise a right, please contact us using the details below.

19. How to Request Your Information

To make a data protection request, contact:
Mischief Makers and Creator LTD
Email: mischiefmakersandcreators@outlook.com
Address: 9 River Way, Wiltshire, SP4 8ES

Please provide enough information for us to identify you and understand what you are requesting.

We may need to verify your identity before providing personal information.

We will respond within the applicable legal timeframe.

20. Children's Data Requests

Parents or guardians may contact us regarding personal information we hold about their child. The appropriate response may depend on the child's age, maturity, understanding and the nature of the request.

We will consider requests relating to children's information carefully and in accordance with applicable data protection law.

Where appropriate, we may need to consider the child's own rights and interests rather than automatically assuming that a parent or carer is entitled to all information.

22. Links to Other Websites

Our website or social media pages may contain links to third-party websites. We are not responsible for the privacy practices, security or content of third-party websites.

You should read the privacy notice of any website you visit.

23. Data Breaches

If we become aware of a personal data breach, we will assess the incident and take appropriate action in accordance with applicable data protection law. This may include:

- containing the breach;
- assessing the risk to individuals;
- keeping appropriate records;
- notifying the Information Commissioner's Office where legally required; and
- notifying affected individuals where required.

24. Complaints

If you have concerns about how we have handled your personal information, please contact us first.

Mischief Makers and Creator LTD

Email: mischiefmakersandcreators@outlook.com

We will investigate your concern and aim to resolve it appropriately.

You also have the right to complain to the Information Commissioner's Office (ICO) if you believe your personal information has been handled unlawfully.

Information Commissioner's Office
Website: [ICO website](http://ico.org.uk)

25. Changes to This Privacy Notice

We may update this Privacy Notice from time to time.
This may be necessary if:

- our services change;
- we introduce new systems;
- we begin using personal information for a new purpose;
- our third-party providers change;
- data protection law changes; or
- our business practices change.

The latest version will be made available on our website and/or through our usual customer communication channels.

Where a significant change affects how we use your personal information, we will take reasonable steps to bring the change to your attention.

26. Contact Us

If you have any questions about this Privacy Notice or how Mischief Makers handles personal information, please contact:

Mischief Makers and Creator LTD

Email: mischiefmakersandcreators@outlook.com
Address: 9 River Way, Durrington, SP4 8ES

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