

The Play Recipe: Privacy Notice

Last updated: October 2026

The Play Recipe respects your privacy. This notice explains what personal information we collect when you book or attend our sensory play sessions, why we use it, who we share it with, how long we keep it, and your rights.

1. Who we are

The Play Recipe is a trading name of Karishma Kumar, who provides parent/carer-attended sensory play sessions for babies, toddlers and young children. For data protection purposes we are responsible (the "controller") for the personal information we use to run our sessions.

Contact: theplayrecipe@gmail.com

2. What information we collect

When you book or attend a session, we may collect, mainly through our booking platform Happity:

- parent/carer name, email address, telephone number and other contact details;
- your child's name and age or date of birth;
- booking and attendance information;
- allergy, intolerance or medical information relevant to the session;
- photography consent preferences;
- information you give us in an enquiry, complaint, incident report or safeguarding matter.

Payments are processed by Happity's payment provider (Stripe). We do not collect or store your full card details.

3. Where we get it

From you: when you book through Happity, contact us, give us information before or during a session, or raise an enquiry, complaint, incident or safeguarding concern. Happity also processes information as part of running its platform. Happity has its own privacy policy, and acts as a controller of the information it processes through its platform.

4. Why we use your information, and our lawful basis

- Managing bookings (confirmations, reminders, registers, changes, cancellations, transfers and refunds). Basis: performance of a contract. These are service messages, not marketing.
- Running safe sessions (including planning around allergies and checking age suitability). Basis: performance of a contract and our legitimate interests in running safe sessions. See section 5 for health information.
- Responding to enquiries and complaints. Basis: legitimate interests, and performance of a contract where it relates to your booking.
- Meeting legal, insurance and accounting requirements and defending legal claims. Basis: legal obligation and legitimate interests.
- Protecting a child or another person from harm. Basis: legal obligation, vital interests or legitimate interests, as appropriate.
- Photographs and video for promotion. Basis: your consent (see section 7).

5. Allergy and medical information

Allergy and medical information is health data, which has extra protection under UK GDPR. We ask only for what is relevant to the session. We use it only to decide whether activities are suitable, to run sessions safely, and for related administration and legal purposes.

We collect this information with your explicit consent, which you give when you provide it on the booking form or to us directly. You can withdraw your consent at any time by contacting us, though that may affect our ability to assess whether a session is suitable for your child. In a medical emergency we may also share it with emergency services to protect someone's vital interests.

Please do not give us more medical information than is needed. Giving us information does not mean we can guarantee a session will be suitable. If your child has a severe or potentially life-threatening allergy, please contact us before booking.

6. Information about children

We collect limited information about the children who attend, such as name and age, normally from their parent or carer through the booking process. We use it to process the booking, confirm age suitability, keep registers, plan sessions safely, and deal with incidents, safeguarding matters or legal requirements. We do not use children's information to contact children or for marketing.

7. Photographs and video

We may take photos or video during sessions for our social media (Instagram), website and promotional material. We will only use an identifiable image of a child for promotion with parental consent, which you can give or refuse on the booking form. Refusing does not affect your ability to attend.

You can withdraw consent at any time at theplayrecipe@gmail.com. We will remove the image from our own channels within [14] days. We cannot retrieve material already printed or reposted by other people, but we will ask them to remove it where we reasonably can. Parents may photograph their own children but should not photograph other children without permission. See our Photography & Social Media Policy.

8. Marketing

We do not currently run a marketing email list. Booking confirmations, reminders and other administrative messages are not marketing. If we start marketing, we will tell you and obtain consent or offer an opt-out as the law requires, and you will be able to unsubscribe at any time.

9. Who we share information with

We do not sell your information. We may share it with:

- Happity, our booking platform, and Stripe, which processes payments through Happity;
- social media platforms, only for photos or video you have consented to;
- professional advisers, insurers and legal representatives where reasonably necessary;
- emergency services, safeguarding authorities or the police where needed to protect someone or where the law requires it.

We do not share your information with unrelated third parties for their own marketing.

10. Transfers outside the UK

Some of the providers above may process information outside the UK. Where they do, they are responsible for putting appropriate safeguards in place. Please see the privacy policies of Happity and Stripe for details.

11. How we protect your information

We take reasonable steps to protect personal information against loss, misuse and unauthorised access. We use reputable booking and payment platforms, protect our accounts with strong passwords and authentication, and limit access to people who need it. We avoid downloading or copying personal information unnecessarily. Allergy and medical information is handled with particular care.

12. How long we keep it

- Booking and customer records: up to about 3 years after your last booking.
- Allergy or medical information: only as long as needed for the relevant session, booking or incident, unless there is a documented reason to keep it longer.
- Incident, accident and safeguarding records: as advised by our insurer] and longer where needed for legal or safeguarding reasons.
- Financial and accounting records: for the period the law requires.

Information held within Happity is also subject to Happity's own retention periods. We review what we hold and securely delete or anonymise information we no longer need.

13. Your rights

Under UK data protection law you may have the right to: ask what information we hold and request a copy; have inaccurate information corrected; ask us to delete or restrict our use of information in some circumstances; object to certain uses; ask for your information to be transferred to another organisation where the right to data portability applies; and withdraw consent where we rely on it. These rights are not absolute. To use any of them, email theplayrecipe@gmail.com.

14. Complaints

Please contact us first at theplayrecipe@gmail.com and we will aim to respond within a reasonable time. You also have the right to complain to the Information Commissioner's Office (ICO), the UK's data protection regulator: ico.org.uk | 0303 123 1113.

15. Changes to this notice

We may update this notice, for example if our booking system, services or the way we use information changes. The latest version will show the date it was last updated.