

Privacy Policy – Makers & Munchkins

Last updated: 20 October 2026

1. Who we are

We provide arts and crafts workshops for parents and their children aged 0-5. This privacy policy explains how we collect, use, store and protect personal information when you enquire about, book or attend our workshops through Happity.

Workshop provider: Makers & Munchkins

Contact email: hollykeller-cooper@hotmail.com

Workshop location: Tun, Arch 140 Tilbury Road, Leyton, London, E10 6RE

We act as a data controller for the personal information we use to organise and deliver our workshops.

2. What information we collect

Depending on the booking and the information you choose to provide, we may collect:

- **Contact information:** parent or guardian name, email address and telephone number.
- **Booking information:** workshop dates, session choices, attendance records, booking confirmations and payment or refund information.
- **Participant information:** a child's first name, age or other details needed to ensure the workshop is suitable.
- **Additional information:** relevant allergies, accessibility requirements or other information you voluntarily share to help us support a participant safely.
- **Photography preferences:** your photo consent choices, where photography consent is requested for a workshop.

We aim to collect only the information necessary to manage bookings and run our workshops safely and effectively.

3. How we use your information

We use personal information to:

- Process and manage workshop bookings.
- Communicate about bookings, changes, cancellations and practical workshop arrangements.
- Maintain attendance registers and manage workshop capacity.
- Respond to questions and provide customer support.
- Consider relevant safety, accessibility and participation requirements.
- Process payments, refunds and associated financial records where applicable.
- Meet our legal, accounting and insurance obligations.

We will not use your personal information for unrelated purposes.

4. Happity and other service providers

We use Happity to help advertise, manage and/or process bookings for our workshops.

When you book through Happity, relevant information may be processed by Happity and made available to us so that we can manage your booking and deliver the workshop. Happity also has its own privacy policy explaining how it handles personal information.

You can read Happity's [Privacy Policy](#).

We may also use other service providers where necessary, such as payment processors, email providers or accounting services. We only share the information needed for the relevant purpose.

We do not sell your personal information or share it with third parties for their own marketing purposes.

5. Our lawful basis for using your information

Under UK data protection law, we rely on the following lawful bases, as appropriate:

- **Contract:** to process bookings and provide the workshops you have booked.

- **Legitimate interests:** to manage our workshops, maintain appropriate records, respond to enquiries and protect our business, where these interests do not override your rights.
- **Legal obligation:** to retain records or disclose information where required by law.
- **Consent:** for optional activities such as photography or marketing communications where consent is the appropriate legal basis.

Where we process health information, such as allergies or relevant medical information, we will only do so where an appropriate additional legal condition applies.

6. Children's personal information

Our workshops may involve children, and we recognise the importance of protecting their privacy.

We ask parents or legal guardians to provide relevant information where necessary to make and manage a booking. We use children's information only for appropriate purposes connected with workshop administration, suitability and safety.

We ask that parents and guardians do not provide unnecessary personal information about their children.

We take particular care with information that could be sensitive and do not knowingly use children's personal information for unrelated marketing.

7. Photographs and artwork

We may occasionally wish to photograph workshop activities or participants' artwork for records, displays or promotional purposes.

Where photographs identify a child or other participant, we will seek appropriate permission before using them for publicity, including on our website, social media or promotional materials. Where appropriate, we will ask for separate permission for promotional use.

Agreeing to photography for promotional purposes is optional and is not a condition of attending a workshop.

We will respect your stated preferences and will not knowingly use identifiable photographs for promotional purposes where the necessary permission has not been obtained.

8. How we store and protect information

Booking information may be stored within Happity and, where necessary, in our own records or systems.

We take reasonable steps to protect personal information against unauthorised access, loss, alteration or disclosure. These measures may include restricted access to records, password protection and secure storage.

Where we create or download booking registers, print attendance lists or transfer information to another system, we take reasonable care to keep that information secure and accessible only to people who need it for workshop delivery.

No method of electronic storage or transmission can be guaranteed to be completely secure.

9. How long we keep information

We retain personal information only for as long as reasonably necessary for the purposes explained in this policy.

- **Booking and attendance records:** for the period needed to administer workshops and deal with relevant follow-up matters.
- **Financial records:** for the period required by applicable tax and accounting rules.
- **Safety or incident records:** for an appropriate period based on the circumstances, legal obligations and any potential claims.
- **Marketing information:** until you withdraw consent or object, as applicable, or the information is no longer needed.

When information is no longer required, we will securely delete it or anonymise it where appropriate.

Information held by Happity may be subject to its own retention practices. Deleting information from our own records may not automatically delete information held by Happity.

10. Marketing communications

We may send information about upcoming workshops or new activities where we are legally permitted to do so.

Where consent is required, we will ask for it separately. You can withdraw your consent or unsubscribe at any time.

Booking a workshop does not automatically mean that you agree to receive marketing communications.

11. Your data protection rights

Depending on the circumstances, you may have the right to:

- Request a copy of your personal information.
- Ask us to correct inaccurate or incomplete information.
- Request deletion of your information.
- Ask us to restrict how we use your information.
- Object to certain uses of your information.
- Request a copy of certain information in a portable format.
- Withdraw consent where processing is based on consent.

These rights are subject to applicable legal conditions and exceptions.

To exercise your rights, please contact us using the email address provided in Section 1. You can also contact Happity directly about personal information it holds or processes.

You have the right to complain to the UK Information Commissioner's Office (ICO) at www.ico.org.uk if you have concerns about how your personal information is handled.

12. Changes to this policy

We may update this privacy policy when our workshops, booking arrangements or data protection practices change. The latest version will be made available through our relevant booking or information channels.

13. Contact us

If you have questions about this policy or how we handle personal information, please contact:

Holly Keller-Cooper

Email: hollykeller-cooper@hotmail.com

We will do our best to respond to your concerns promptly and transparently.