

Privacy Policy

Growing Roots Forest School CIC

Version: 1.0

Effective Date: August 2026

Review Date: August 2027

1. Policy Statement

Growing Roots Forest School CIC ("Growing Roots", "we", "our" or "us") is committed to protecting the privacy, confidentiality and security of the personal information entrusted to us.

We recognise the importance of handling personal information responsibly and in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable data protection legislation.

This Privacy Policy explains how we collect, use, store, share and protect your personal information when you use our services, visit our website or interact with us.

2. Data Controller

Growing Roots Forest School CIC is the Data Controller for the purposes of UK data protection legislation.

Contact Details

Growing Roots Forest School CIC

Email: James@growing-roots.co.uk

Telephone: 07854748796

Website: www.growing-roots.co.uk

If you have any questions regarding this Privacy Policy or your personal information, please contact us using the details above.

3. The Information We Collect

Depending on the services you use, we may collect the following information.

Personal Information

- Full name
- Date of birth
- Home address
- Email address
- Telephone number
- Emergency contact details

Children's Information

Where children attend our sessions, we may collect:

- Child's name
- Date of birth
- Parent or guardian details
- Medical information
- Allergies
- Additional support needs
- School or educational setting (where applicable)

We only collect information necessary for the safe delivery of our services.

Health Information

For safety reasons we may collect:

- Medical conditions
- Allergies
- Medication requirements
- Dietary requirements

- Accessibility needs
- Additional learning or behavioural needs

Health information is treated as Special Category Data and is processed only where necessary and lawful.

Booking Information

- Session bookings
- Attendance records
- Payment history
- Invoices
- Communication preferences

Website Information

When you visit our website we may collect:

- IP address
 - Browser type
 - Device information
 - Pages visited
 - Time spent on the website
 - Cookies (where consent has been provided)
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4. How We Collect Information

We collect information through:

- Booking forms
- Registration forms
- Website enquiries
- Email correspondence
- Telephone conversations
- Social media messages
- Consent forms
- Medical forms
- Emergency contact forms
- Cookies and website analytics

5. Why We Collect Your Information

We process personal information to:

- Deliver Forest School programmes
 - Provide safe outdoor activities
 - Manage bookings
 - Process payments
 - Contact parents or participants
 - Respond to enquiries
 - Meet safeguarding responsibilities
 - Maintain attendance records
 - Manage emergencies
 - Improve our services
 - Comply with legal obligations
 - Meet insurance requirements
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6. Lawful Basis for Processing

We process personal information under one or more of the following lawful bases:

- Consent
- Performance of a contract
- Compliance with legal obligations
- Vital interests
- Legitimate interests

Special category data (including health information) is processed only where permitted by UK GDPR, including where necessary to protect the vital interests of participants or to provide safe services.

7. Photography and Video

Photographs or videos may occasionally be taken during sessions.

These may be used for:

- Our website
- Social media
- Printed promotional materials
- Funding applications
- Annual reports

Images will only be used where appropriate consent has been obtained.

Consent may be withdrawn at any time by contacting us.

8. Marketing Communications

We may send information about:

- New programmes
- Holiday clubs
- Events
- Community activities
- Newsletters

You will only receive marketing communications where:

- you have given consent; or
- we are otherwise permitted to contact you under applicable law.

You may unsubscribe at any time.

9. Sharing Your Information

We will never sell your personal information.

Information may be shared where necessary with:

- Emergency services
- Medical professionals
- Schools (where authorised)
- Local authorities (where legally required)

- Safeguarding agencies
- Insurance providers
- Professional advisers
- Payment processing providers
- Website hosting providers
- IT service providers

Information is shared only where necessary and appropriate safeguards are in place.

10. Safeguarding

Where safeguarding concerns arise, Growing Roots may share relevant information with appropriate agencies where necessary to protect a child or vulnerable adult.

Where possible, we will inform individuals before sharing information unless doing so would place someone at increased risk or where the law requires otherwise.

11. Payment Information

Payments may be processed using trusted third-party payment providers.

Growing Roots does not store full debit or credit card details.

Payment providers process payment information in accordance with their own privacy policies.

12. Website Cookies

Our website may use cookies to:

- Improve website performance
- Remember user preferences
- Analyse website traffic
- Improve user experience

Where legally required, you will be asked for consent before non-essential cookies are used.

You may manage your cookie preferences through your browser settings.

13. How We Protect Your Information

We take appropriate technical and organisational measures to protect personal information.

These include:

- Password-protected systems
- Secure cloud storage
- Restricted staff access
- Secure disposal of confidential records
- Regular software updates
- Staff training on confidentiality and data protection

Despite these measures, no system can be guaranteed to be completely secure.

14. How Long We Keep Information

We retain information only for as long as necessary.

Retention periods may vary depending on legal, safeguarding, insurance or operational requirements.

Once no longer required, information is securely deleted or destroyed.

15. Your Rights

Under UK GDPR you have the right to:

- Be informed about how your data is used
- Access your personal information
- Correct inaccurate information
- Request deletion of information (where applicable)
- Restrict processing

- Object to processing
- Request transfer of your information where applicable
- Withdraw consent at any time where processing is based on consent

These rights are subject to certain legal exemptions.

16. Subject Access Requests

You may request a copy of the personal information we hold about you.

Requests should be made in writing using the contact details above.

We will normally respond within one calendar month.

17. Data Breaches

If a personal data breach occurs that is likely to result in a risk to the rights and freedoms of individuals, we will investigate promptly and, where required, report the breach to the Information Commissioner's Office (ICO) and affected individuals in accordance with legal requirements.

18. Third-Party Websites

Our website may contain links to external websites.

Growing Roots is not responsible for the privacy practices or content of third-party websites.

We encourage users to read the privacy policies of any external websites they visit.

19. Children's Privacy

We are committed to protecting children's personal information.

Information relating to children is collected only where necessary for the safe delivery of our services and is generally provided by a parent or legal guardian.

We do not knowingly collect personal information directly from children through our website without appropriate parental involvement.

20. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our services or legal obligations.

The most recent version will always be available on our website.

21. Complaints

If you have concerns about how we handle your personal information, please contact us in the first instance.

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO).

22. Contact Us

Growing Roots Forest School CIC

Email: James@growing-roots.co.uk

Telephone: 07854748796

Website: www.growing-roots.co.uk

Document Control

Document Owner: Growing Roots Forest School CIC

Approved By: Director(s)

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