LITTLE PALACE EYFS

Privacy Policy

Last updated: November 2026

At Little Palace EYFS, we take your privacy and the safety of your family's personal information seriously.

This Privacy Policy explains how we collect, use, store and protect personal information when you book or attend our sessions, events and childcare services.

1. Who We Are

Little Palace EYFS provides early years services, immersive story time sessions, parent and toddler groups, childcare and family events.

For data protection purposes, Little Palace EYFS is responsible for the personal information collected through its services.

Contact details:

- Business name: Little Palace EYFS
- Email: littlepalaceeyfs@outlook.com
- Location: SE19, London

2. What Information We Collect

When you make a booking or attend one of our sessions, we may collect:

Parent/carer information:

- Full name
- Email address
- Contact telephone number

Child information:

- Child's name
- Date of birth or age
- Allergies and dietary requirements
- Relevant medical or additional needs

Emergency information:

- Emergency contact name
- Emergency contact telephone number
- Relevant information needed to support your child's safety and wellbeing

Booking information:

- Session or event booked
- Booking date and time
- Payment and transaction information

3. How We Use Your Information

We collect and use your information to:

- Manage bookings and payments.
- Contact parents/carers about upcoming sessions.
- Provide our services safely and effectively.
- Understand children's individual needs.
- Respond to enquiries and requests.
- Contact parents/carers in an emergency.
- Keep appropriate business and financial records.
- Meet our legal and safeguarding responsibilities.

We will only collect information that is reasonably necessary for these purposes.

4. Children's Personal Information

We understand that information relating to children requires particular care.

Any information collected about your child will be treated confidentially and only used for legitimate purposes connected with their attendance, safety and wellbeing.

We will take reasonable steps to ensure children's information is:

- Stored securely.
- Only accessed by authorised individuals.
- Not shared unnecessarily with third parties.
- Kept only for as long as necessary.

5. Allergies & Medical Information

We may ask for information about allergies, intolerances, medical conditions or additional needs to help us support your child appropriately.

This information is treated as confidential and will only be used where necessary for your child's safety and care.

Where required, we will ask for your explicit consent to collect and use this type of health information.

6. Photographs & Videos

We may occasionally take photographs or videos during our sessions for memories, social media or promotional purposes.

- We will obtain parental/carer consent before using identifiable images of children for promotional purposes.
- Photography consent is optional and is not a condition of booking.
- You can withdraw your consent at any time.
- We will never knowingly share identifiable photographs of children without the appropriate permission.

Parents/carers are also asked to respect the privacy of other families and avoid photographing or filming other children without permission.

7. Sharing Your Information

Little Palace EYFS will never sell or rent your personal information to third parties.

We may share necessary information with trusted service providers where required to operate our business, including:

- Happity or our online booking provider.
- Payment processing providers.
- Email or communication providers.
- Professional advisers or relevant authorities where legally required.

Any sharing will be limited to what is necessary.

We expect service providers handling personal information on our behalf to protect it appropriately.

8. How We Store & Protect Your Information

We take reasonable steps to protect personal information from being lost, misused, accessed without permission or disclosed unnecessarily.

Information may be stored electronically using secure systems and booking platforms.

We limit access to personal information to those who need it for legitimate business purposes.

9. How Long We Keep Your Information

We only retain personal information for as long as necessary.

Booking and contact information will be kept for as long as required to manage our services and meet our legal obligations.

Financial records will be retained for the periods required by relevant tax and accounting legislation.

Medical, allergy and emergency information will be reviewed regularly and securely deleted when no longer required.

Photographs and videos will not be retained indefinitely and will be deleted when no longer needed or where consent has been withdrawn, subject to any applicable legal requirements.

10. Your Privacy Rights

Under UK data protection law, you have rights regarding your personal information.

These include the right to:

- Request access to the personal information we hold about you.
- Ask us to correct inaccurate information.
- Request deletion of your personal information in certain circumstances.

- Ask us to restrict how we use your information in certain circumstances.
- Object to certain uses of your information.
- Withdraw consent where we rely on consent.

To exercise any of these rights, please contact Little Palace EYFS using the contact details above.

11. Cookies & Online Bookings

Our online booking system or website may use cookies or similar technologies to improve your booking experience and website functionality.

Third-party booking and payment providers may also collect information in accordance with their own privacy policies.

Where required, we will request permission before using non-essential cookies.

12. Changes to This Privacy Policy

We may occasionally update this Privacy Policy to reflect changes to our services or legal requirements.

The latest version will be made available through our website or booking platform.

Little Palace EYFS

Thank you for trusting us with your family's information. Your privacy, safety and confidence in our services are extremely important to us.