

Lanaland – Privacy Policy

Lanaland is committed to protecting your privacy and handling your personal data in accordance with UK GDPR and the Data Protection Act 2018.

Data Controller

Ilana Sheli, trading as Ilana Banana / Lanaland

Email: info@lanaland.co.uk

Location: Finchley, North London

1. Information We Collect

We may collect and process the following personal data:

- Parent/guardian name and contact details (email, phone number)
- Child's name and age (where relevant to the service)
- Booking and payment information
- Communications sent to us by email, social media or booking platforms
- Website usage data (via cookies)

2. How We Use Your Information

We use your data to:

- Process bookings and payments
- Deliver classes, parties and events
- Communicate important service information
- Maintain business records for legal and accounting purposes

3. Marketing Communications

- Lanaland will only send marketing emails (such as newsletters or updates) where you have **explicitly opted in**.
- You may withdraw consent at any time by using the unsubscribe link or by contacting info@lanaland.co.uk.

4. Photography & Video

- Photographs and videos of children will only be used for marketing purposes with the **express consent** of a parent or guardian.
- Images shared without consent will be limited to private sharing with the family only.

5. Legal Basis for Processing

We process your data on the following legal bases:

- **Contractual necessity:** to provide the services you book
- **Legal obligation:** for tax and accounting records
- **Consent:** for marketing communications and use of images

6. Who We Share Data With

Your data may be shared with:

- **Booking platforms:** Happity
- **Payment processors:** Stripe (via Happity) and PayPal/Zettle
- **Website provider:** Squarespace

These providers process data securely and in accordance with data protection regulations.

7. Data Storage & Security

- Data is stored securely on password-protected systems and trusted third-party platforms.
- We only retain data for as long as necessary for business, legal and accounting purposes.

8. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data (where legally possible)
- Withdraw consent for marketing at any time
- Lodge a complaint with the Information Commissioner's Office (ICO)

Requests can be made to: **info@lanaland.co.uk**

9. Children's Data

We collect children's data only as necessary to provide our services. All data is provided by a parent or legal guardian and handled with care.

10. Cookies

Our website uses cookies to improve user experience and analyse site usage. You may disable cookies through your browser settings.

11. Changes to This Policy

This Privacy Policy may be updated from time to time. The latest version will always be available on our website.