

Messy Mavericks & Muddy Mavericks Privacy Policy

In accordance with the GDPR, Messy Mavericks and Muddy Mavericks, has a duty to abide by the requirements of the GDPR. We process personal data relating to those that attend our services, in accordance with Article 6 –“ the rights of data subjects’ under Data Protection Act 1998.

(‘Processing of special categories of personal data’ under the GDPR – from May 2018.

The types of details that we will gather about you:

- your name and address
- your contact details including email address and telephone number
- other information to allow us to process your booking (e.g. ages of children)
- your payment details
- your wishes with regard to photograph consent

Messy Mavericks/Muddy Mavericks will from time to time ask you to update any data that we currently hold, this is because we will need to know that the information we hold about you is accurate and up to date and relevant.

How Messy Mavericks/Muddy Mavericks store data?

Your data files are secured in a locked cabinet/or/password encrypted device

Sharing of Personal Data

Messy Mavericks/Muddy Mavericks will keep your data for a set period of time if Messy Mavericks/Muddy Mavericks are legally obliged to do so:

Retention policy

We only hold your personal information for as long as necessary for the purposes for which we collected your information.

We have a retention policy which lays down timescales for the retention of information. Customer data retention periods can be found below:

NAME OF DATA COLLECTED	LEGAL BASIS FOR KEEPING RECORDS	RETENTION PERIOD
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Booking Forms: Name and contact of customer home address, telephone details, email address and photograph permission	Legitimate interests		Up to 6 months from last contact or unsubscribe received.
Booking Forms: Name and Date of Birth of child/children, allergies and photograph consent	Legitimate interests		Up to 6 months from last contact or unsubscribe received.

All other data will be surrendered to you when your child leaves our sessions or will be destroyed as we will no longer have a legitimate interest to keep such data.

Online data – PROCESSING

The data that Messy Mavericks/Muddy Mavericks collect from your child and family will be stored on Messy Mavericks/Muddy Mavericks laptop computer/I pad.

Website

If parents visit Messy Mavericks/Muddy Mavericks website we do not collect any specific information. We provide numbers and email addresses for potential parents to contact Messy Mavericks/Muddy Mavericks. Google analytics collects details on visitor behaviour, but Messy Mavericks/Muddy Mavericks do not in any way make use of this information. If you click on any external links, please know that you are no longer connected to our website so I cannot be held responsible for any external content.

Email data

When emailing Messy Mavericks/Muddy Mavericks we will only use your email to reply to the enquiry and then delete your email address.

FACEBOOK, INSTAGRAM or TWITTER

Messy Mavericks/Muddy Mavericks has a Facebook and Instagram page where everyone can visit and see the services that Messy Mavericks/Muddy Mavericks offer. If you have agreed to your child photographic images or video footage to be used, you will need to sign the relevant consent form.

Parents and carers are welcome to comment on the page and leave reviews. Messy Mavericks/Muddy Mavericks welcome this, but please beware that your identity is revealed when using reviews on the Facebook page and

members of the general public will know if your child is attending our setting unless of course, you are leaving the review after your child has left.

Paper Data

Any documents that are not needed or wanted by the parents and are not required to be kept for a minimum amount of years will be shredded or burned. Please see the settings Retention Policy for further information.

The types of the paper process I am likely to process is as follows:

Child Information Records	Lockable cabinet - securely locked (or online system that is password encrypted)
Video Footage	I pad/Computer/Mobile Phone - password protected and fingerprint password
Photographs	I pad/Computer/Mobile Phone - password protected and fingerprint password

All of the above information is stored in order to maintain confidentiality and respect your privacy. It also protects against possible data breaches by preventing access to those who do not require access to your data. SMP is committed to ensuring that your data is fully protected and is not shared with anyone other than the data subject or relevant authority.

The right to request access to your personal information

Under GDPR and UK Data Protection law you, the data subject has strong data protection rights, and this means that you have the right to request access to your data. It also means that you have the right to have your data modified immediately if it is inaccurate.

You can also ask for your data to be erased, though please note this can be done in most cases unless there is a lawful reason for not doing so.

If you would like to make a formal request to access your data please contact me as soon as possible and I will provide you with a Consent Withdrawal form and Data Deletion form.

Sharing data

We share our data with Local franchisees and they, similarly, share their data with us. We do this so that they can pass on enquires and network together to deliver our services and information that you have requested.

Making a complaint

In the event that you feel your data has been breached, you can contact the ICO directly. The details are:

<https://ico.org.uk/for-organisations/report-a-breach/>

<https://ico.org.uk/concerns/>

You can also contact Ofsted on 0300 123 1231. However, they will refer you to the ICO in order for you to make a formal complaint.

Contact

If you have any questions about our policies, please email info@mavericksport.co.uk

