

Rugbytots Privacy Policy

Source: rugbytots.co.uk/Privacy — effective from 23/03/2018

This privacy policy sets out how Rugbytots uses and protects any information that you give Rugbytots when you use this website.

Rugbytots is committed to ensuring that your privacy is protected. In line with new GDPR regulation this policy is designed to provide a simple explanation to the use of your data within our organisation.

Rugbytots does not hold data on behalf of any other organisation and all of the data contained within our system is collected directly from the data source at the point of booking a child on to a class or waiting list.

What we collect

When you book a place or enter the waiting list for a Rugbytots class we collect the following information:

- Parent or adult responsible name, telephone number, postal address, email address
- Attending child/children's name, date of birth and any medical information that a parent feels is relevant and would like to share with the coach

Why we collect it

- We need your address so we can send the initial Rugbytots kit
- We need your landline and mobile telephone number so we can call you and text you regarding class information such as a change of venue or class cancellation
- We need your email address so we can inform you when the new term dates are available to book online
- We need the child attending's name so we can add to the class register
- We need the child attending's date of birth so we can ensure they are participating in the right class
- There is an area to include additional medical information so the coach can be aware of this during the class.

What else do we do with the information

As explained, we require this information to be able to provide you with a service. Booking your child a place and receiving the initial kit, being informed of last minute cancellations, making sure you are kept informed of new class dates and managing your child's progress through Rugbytots are the reasons we collect this information. In addition to this we may email you from time to time for the following reasons:

- To inform you of a Rugbytots merchandise sale
- To ask you to complete a customer satisfaction survey
- To ask if you would be interested in working as a Rugbytots coach

Sharing and holding data

Unless required to do so by law, we will not share, sell or distribute any of the information you provide to us.

Your data can be viewed by any member of Rugbytots head office staff, franchise operators and/or coaches. We hold your data on a centralised system. This means a franchisee in a different area can view

your data. We do this as many parents move classes between franchise areas and we want this to be as smooth as possible for parents to do so.

Our back end system that holds your data is accessed through our website which is hosted on secure servers with UK Fast, one of the UK's leading providers. Our internal systems and website have been scanned and certified by Cyber Essentials. If you would like a copy of our certificate please email data@rugbytots.co.uk. Our access policies are all available if required, these documents list our specific policies to ensure the website is secure, including and not limited to password policies, password training policies, system update policies, impact assessments and our general policy statement. All of this can be provided upon request.

Your data in certain cases will be handled by our warehouse operators, C/O Radius Logistics, Bristol. Your address will be uploaded into the DPD system in order for us to send your Rugbytots kit.

We delete all your data records as soon as your child reaches their 8th birthday or when you give us written confirmation you will not be returning to Rugbytots at any point in the future. In some cases parents will have a term off Rugbytots and return after a break. It is for this reason we do not automatically delete your information.

Cookies

We use a number of different cookies on our site. If you do not know what cookies are, or how to control or delete them, then we recommend you visit [AboutCookies.org](https://www.aboutcookies.org) for detailed guidance.

The following information describes the cookies we use on this site and what we use them for. Currently we operate an 'implied consent' policy which means that we assume you are happy with this usage. If you are not happy, then you should either not use this site, or you should delete Rugbytots Limited cookies having visited the site, or you should browse the site using your browser's anonymous usage setting (called "Incognito" in Chrome, "InPrivate" for Internet Explorer, "Private Browsing" in Firefox and Safari etc.)

Cookies for site analytics and performance

Google Analytics — We use Google Analytics to help us understand how the site is being used in order to improve the user experience. User data is all anonymous. More information about Google's position on privacy as regards its analytics service is available.

Google AdWords — We use this conversion tracking cookie to help us understand how many people who clicked our Google ads completed an enquiry form.

These cookies expire after 30 days and do not contain personally identifiable information. If you want to disable conversion tracking cookies, you can set your browser to block cookies from the [googleadservices.com](https://www.googleadservices.com) domain.

Facebook — We use this conversion tracking cookie to help us understand how many people who clicked our Facebook ads completed an enquiry form.

Financial Data

It is Rugbytots company policy not to keep any of your financial data on file. Once the booking process is complete the financial information is NOT stored and you will therefore be required to re-enter your payment details at every re-booking stage.

We use a third party, market leading payment processing system of Sage Pay and Elavon to handle your payment.

Our website contains the highest level of security and SSL certification.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

You may request details of personal information which we hold about you. A small fee will be payable. If you would like a copy of the information held on you please write to:

Rugbytots Ltd

1st Floor, Wolvers Home Farm, Ironsbottom, Sidlow, Reigate, Surrey, RH2 8PZ

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Rugbytots may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 23/03/2018.