

# Turvy Tots LTD Privacy Policy

## Our contact details

Name: Turvy Tots LTD

Phone Number:

E-mail: [Admin@Turvytots.com](mailto:Admin@Turvytots.com)

Website: [www.turvytots.com](http://www.turvytots.com)

## The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Billing Address
- Shipping Address
- Payment Information
- Email Address
- Phone Numbers
- Your child's name, date of birth, address, health and medical needs, development needs, and any special educational needs.

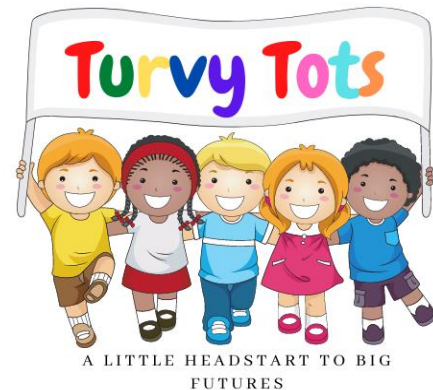
We are committed to ensuring that any personal data we hold about you and your child is protected in accordance with data protection laws and is used in line with your expectations. We process all personal data in line with the UK Data Protection Act 2018 (GDPR)

## How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Registrations
- Promotions ( If opted in)
- Booking a Class

We use the information that you have given us in order to book you and your child into our classes. We need to know who you are and how to contact you. We also need to know the age of your child(ren) to make sure the class is appropriate. We will hold details of your name, address, contact details, name and age of your child(ren) and details of the classes and events you have attended. Finally, when you are paying, the payment provider needs to know your details to verify the card (this information is not retained by us).



We share your data with third party companies who help us in processing the data in hosting the website and companies who process payments on our behalf.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**Your consent. You are able to remove your consent at any time. You can do this by contacting [admin@turvytots.com](mailto:admin@turvytots.com)**

### **How we store your personal information**

Your information is securely stored on our Websites Database. We protect unauthorised access to your personal data and prevent it from being lost, accidentally destroyed, misused, or disclosed by:

Storing all data in a locked tin in a locked cupboard. Any data kept electronically is password protected. We minimise access to on-line data and whilst we do our best to keep data secure in whatever form we acknowledge that we cannot guarantee against data breaches, either accidental or deliberate. If one were to happen we would notify the ICO within 72 hours if it risks people's rights and freedoms and the individuals concerned if necessary. We would document the breach and decision, along with the remedial and preventative action taken which we would take as necessary.

When you place an order through the Site, we will retain your Personal Information for our records unless and until you ask us to erase this information.

We use your personal Information to provide our services to you, which includes: offering products for sale, processing payments, shipping and fulfilment of your order, and keeping you up to date on new products, services, and offers.

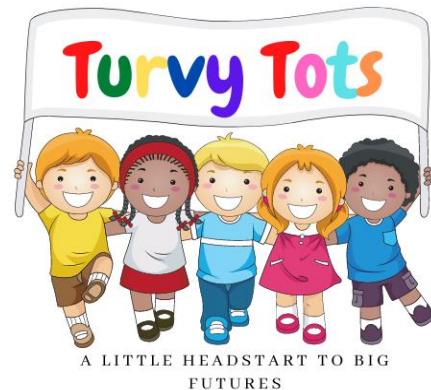
### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.



**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Admin@Turvytots.com if you wish to make a request.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at admin@turvytots.com.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>