



Marble Hill Playcentres Privacy Policy

Our contact details:

Marble Hill Playcentres, Marble Hill Park, Richmond Road, Twickenham, Middlesex, TW1 2NL
Telephone: 020 8891 0641 E-mail: info@marblehillplaycentres.com

What this Privacy Policy is for

We collect, process and store your personal data using our website <https://marblehillplaycentres.com>, our mailing lists and social media platforms to enable us to provide our services to you and your children. Our Privacy Policy contains our commitments to keep your personal data safe, and information to enable you to decide how you want to interact with our various platforms.

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).
- Information that you give us to enable you to use our services. This includes information you give us (including information about children and parent/carer) when you subscribe to our mailing list, through our booking system Woocommerce and registration system Club Manager, through consent forms, attendance registers, photographs, health records and child protection and safeguarding records.
- Any correspondence you have with us including emails.

How we use your personal information

We may use the personal information we collect from you for a range of reasons, including:

- To provide our services and to support you to use our services.
- For administration and accounting and to ensure that the content and services that we offer are tailored to your needs and interests.
- To provide you with information, products or services that you request from us or which we feel may interest you.
- To carry out our obligations arising from any contracts entered into between you and us.
- To communicate with you about your use of our services and provide customer support.
- To notify you about changes to our service.
- To share information with parents/carers about their children.
- To meet statutory requirements.
- To bill and collect money owed to us by you.
- To provide information to representatives and advisors, including lawyers and accountants, to help us comply with legal, accounting, or security requirements.
- To meet legal requirements, including complying with court orders.
- To participate in any legal proceeding, including court hearings.
- To respond to lawful requests by public authorities, including to meet national security or law enforcement requirements.
- To carry out other legitimate business purposes, as well as other lawful purposes about which we will notify you.

Legal basis for processing your personal data

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

- We are legally obliged to, e.g. to meet the statutory requirements of the Children Act 1989.
- The processing is necessary for the performance of the contract with you to provide our services.

- The processing is necessary because of vital interests, e.g. making a safeguarding referral.
- The processing is necessary for performing a public task, or it is in our legitimate business interests to do so, and this is not overridden by your data protection interests or fundamental rights and freedoms.

In some instances, we will rely on your consent to process personal data and where we do this, it will be flagged to you at the time.

Our website

We take the necessary steps to protect the privacy of the users of our website <https://marblehillplaycentres.com>. Our website is hosted by W3 Systems Ltd and W3 System's Code of Practice on Data Protection is available at <https://w3systems.uk/privacy-policy/>

Unfortunately, the sending of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website, which is at your own risk.

Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

External links in our website

Marble Hill Playcentres aims only to include safe and relevant external links on our website; however, you are advised to be cautious before clicking any external web links. We cannot guarantee or verify the contents of any externally linked websites.

You therefore click on external links at your own risk and Marble Hill Playcentres cannot be held liable for any consequences or damage caused by clicking links to any external websites.

Email news and updates

If you sign up to any of our mailing lists, we will hold and process your personal information (name and email address) to send you email news and updates.

We will not use your personal information for any other purpose or share it with any other organisation, except the limited disclosures set out under "Disclosure of your information" below. You can opt out of our mailing lists at any time using the link in the footer of the email or by contacting info@marblehillplaycentres.com.

Social Media Platforms

This applies to Marble Hill Playcentres' accounts on Facebook, Instagram and Twitter. These platforms operate on their own terms and conditions which visitors to Marble Hill Playcentres' pages should read with regard to their privacy and personal information.

Twitter's privacy policy can be found at <https://twitter.com/en/privacy>. Facebook & Instagram's privacy policy can be found at <https://www.facebook.com/policy.php>.

Our website offers social sharing buttons which help users share web content directly from web pages to the social media platform in question. We must therefore advise you that you use such social sharing buttons at your own discretion - note that the social media platform you are using may track and save your request to share a web page through your social media platform account.

We will not use any of our social media platforms to ask for personal or sensitive information and encourage you if you wish to discuss sensitive information to contact us directly by telephone or email.

Disclosure of your information

- We may disclose your/your child's personal information to third parties:
- To share information with government bodies that fund us.
- To fulfil our duty to safeguard children and follow child protection procedures as set out in 'Working Together to Safeguard Children' - see <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>. See also our 'Safeguarding' policy for further information.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or to enforce or apply our Terms of Use and other agreements.
- With your consent.

How we store your personal information

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure any personal information we hold.

All information you provide to us is stored in lockable files or on password protected computers.

How long do we keep your personal information?

We keep your personal information for as long as we need to for the purposes for which it was collected or (if longer) for any period for which we are required to keep personal information to comply with our legal and regulatory requirements.

Our retention periods will vary depending on the type of data involved. When we have no ongoing legitimate need to process your personal information, we will either delete or anonymise it or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

Your data protection rights

You are responsible for ensuring that information you provide to us is accurate, complete and up to date.

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.

If you wish to make any request with regard to your personal information, in particular, to withdraw your consent to our processing of your personal information (including sending you any direct marketing), please contact us at info@marblehillplaycentres.com.

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.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@marblehillplaycentres.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>