



## Privacy Policy

**Happy Mojos Ltd** acts as a Data Controller for the purposes of GDPR. To process your booking/enquiry we need to collect personal details about you and all the children on your booking. We will respect and protect your privacy at all times. This policy sets out how we will collect, use and store any personal data about you and your child(ren).

By creating an account with us, you are agreeing to us storing and processing this information as set out below. You are responsible for ensuring you have the agreement from all persons on your account and booking to pass on their details to us.

At Happy Mojos Ltd we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our lawful basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you. Our legal condition for processing any health-related information that you provide about your child is so that we can provide appropriate care for that child.

We will use the contact details you give us to contact you via phone and/or email so that we can send you information about your child, our Club and other relevant news, and so that we can communicate with you regarding payment of our fees.

### When do we collect data?

When you register your details with us or make a booking we will need to collect certain personal details in order to process your booking and make the necessary arrangements for your child(ren) to attend activities.

Prior to attending an activity we will also need to collect more sensitive personal data, specifically relating to the children on your bookings, such as medical conditions, allergies and educational needs in order to ensure we can provide the appropriate care for your child. During activities you may need to complete forms which will require personal information relating to you or your child or if you contact us with a query/complaint.

We may also collect data from you in other ways that will request your name, address, email address and telephone number.

### What data do we collect?

Account Holder details - Name, address, DOB, telephone numbers, email address, encrypted log in password, details of your interactions with us e.g. a query on your account/complaint, details of your visits to our website (see Cookies), personal details to help tailor our services to you.

Children's details – Name, address, DOB, medical, behavioural or educational needs, school and registered GP.

The law requires us to take reasonable steps to ensure data is kept accurate and up to date. We remind customers to update details when logging into their account.

## Cookies

Our website uses cookies. Some cookies are essential and are there to enable you to make your booking and transaction, others are non-essential and are used to track visitor behaviour on the site, determine relevant products to show you for re-marketing purposes, track where visitors have come from or to improve user experience. Cookies are not harmful and do not contain any personal information e.g. address or DOB. You can choose to accept or decline cookies when you first visit the site by accessing the preference panel from your browser's main menu (usually found under Edit, Tools or Options). If you choose to remove cookies, some of our site may not function properly for you and your use of the site may be impaired.

We may collect details about your device and visits to this site including IP address, browser type, device type, page interaction information, traffic data and location information. This is statistical information to help us provide the best online experience for our customers and does not identify any individual.

## How do we use your data?

If you have a booking with us, we will use your data in relation to delivering our childcare services, to contact you with information relating to your booking and your child(ren)'s time at an activity, to protect the welfare of your child, to comply with our legal obligations and to process payments.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices)
- have obtained your prior permission.

Third Parties - We will not pass on your personal information to other users of the site and we will only ever pass on your personal details to a third party if it is necessary to fulfil a particular service on your behalf or as part of our normal business activities.

Should any safeguarding concerns or legal proceedings require us to pass on your personal information we trust you will understand that we have a duty to comply with the law. Please be aware that the way in which your personal details would be legally protected within the UK may differ from other countries.

## How do we protect data?

Storage - Once data is received, we will take all reasonable steps to ensure your data is secure to prevent unauthorised access to it. All information you provide is stored on secure databases, our IT systems are password protected and all payment transactions are encrypted. Paper copies are secure in a safe, locked area at all times.

Security and passwords - When you create an account with us you are assigned a Customer ID number. Your account will require an email and password so that you can access your details online. The password is automatically generated by the booking system and we recommend you keep this password safe for future bookings.

Please do not share your password with anyone. Unfortunately, the passing of data via the internet is not completely secure therefore any transmission is at your own risk. Please keep these details safe and not written down anywhere. If you change your personal details or if you suspect that someone else has used your password, please notify us as soon as possible.

## How long do we keep data for?

Data that is no longer required is erased after your child has ceased attending our Club. The processing of medical information is for the provision of health care. *We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

## Your rights

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them

even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time\* so can't delete everything immediately

If you would like to exercise any of these rights, please write to:

Min Robertson  
Happy Mojos  
2 Myrtle Cottages  
Gurney Slade  
Nr Radstock  
Somerset  
BA34TT

Or email: [hello@happymojos.co.uk](mailto:hello@happymojos.co.uk)

Please note that in some circumstances we will still need to retain certain data in order to comply with our legal obligations.

If a subject access request is put forward, we will send the information within one month and free of charge – this will be sent in a protected file.

If you are not happy with the way we have handled your data, or responded to your requests you can lodge a complaint with the Information Commissioner's Office at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) or by phone on 0303 123 1113.

## Changes to our policy

We reserve the right to update this policy from time to time and we will keep you informed by updating this statement on our website.